

We constantly strive to improve our high standards. Your comments are very important to us and will be assessed by our management team.

SCHOOL: PARTY LEADER:
CENTRE: LOCKERBIE DATES: 22.4.22 - 24.4.22
NAME OF ACCOMMODATION: PV2

Please score on the following basis if not making any comment:
1 - Excellent 2 - Very Good 3 - Good 4 - Acceptable 5 - Poor

SECTION 1: Pre Arrival

Did you find the brochure accurate and informative? 4

How could we improve our website, www.manoradventure.com?
More parental friendly

If you had a visit from one of our School Journey Advisors:
Did he provide a fair description of our centre and product?

How professional was the Presentation Evening?

How did you rate our pre-visit administration?
Customer Services (Bookings, payments, support)? 1

SECTION 2: Arrivals

General Welcome: 3 Fire Drill: 3
Room Allocation: 2 Introductory Talk: 3

SECTION 3: Centre Facilities:

Pupil Accommodation: 5 - Blinds Teacher Accommodation: 5 - uncomfortable
Washing & Toilet Facilities: 5 - Not cleaned often enough Cleanliness / Hygiene: 4 - bins not changed
The Grounds: 1 Catering: 4 - More child friendly required
More notice of menu for dietary requirements

Were there any accommodation problems?
Yes - Blinds missing or broken. Clock not working. Hand dryer not working

Standard of cleanliness / tidiness? (teacher & pupil) Toilets + bins not checked at all.
Should be done twice daily

Standard of Furnishing? basic

SECTION 4: Meals

Were the meals of an adequate standard? Needed to be more child friendly pizza, nuggets etc

Was there enough to eat? Not for children. Staff yes

Was the food served promptly? yes

Were all dietary requirements catered for? yes - more notice required for dietary requirements - Halal, Coeliac, vegetarian

How do you rate the packed lunches? N/A

Any other comments? Staff were kind as they did extras - toast + nuggets. Thank you!

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?
Helpful: 1 Professional: 1

Which Instructors were motivating / clear / enthusiastic?
All

How do you rate the outdoor pursuits? 1

How do you rate the outdoor pursuit equipment? 1
New targets required for archery

What were your pupil's favourite outdoor pursuits? canoe, kayak, rifles, zip

Are there any new outdoor pursuits you would like Manor Adventure to offer?
N/A

Do you have any suggestions on how we could improve our product or outdoor pursuits?
More options for night time

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *activities*

Which aspect of your stay was least enjoyed? *faulches not cleaned*

How do you rate the overall product on a value for money basis? *1*

Will you be considering a further visit with Manor Adventure? *yes*

Have you any further general comments which you feel would be useful to us?
N/A

Where did you hear of Manor Adventure? *word of mouth*

What were the reasons for choosing Manor Adventure? *availability*

Which centre did you visit last year? *N/A covid*

What other visits does your school organise? *trips - day time*
Lendrick Muir

SECTION 7

Do you know of any other schools or colleagues who may be interested in visiting any of our centres in England, Scotland, Wales and France?

Name: ~~.....~~ Name: ~~.....~~
Address: ~~.....~~ Address: ~~.....~~

manor adventure

Head office: Culmington Manor, Craven Arms, Shropshire, SY7 9BY
Telephone: 01584 861333 Fax: 01584 861367 www.manoradventure.com

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COURSE REPORT FORM

For



Culmington Manor, England



Abernant Lake Hotel, Wales



Lockerbie Manor, Scotland

Your views are very important to us. We would greatly appreciate five minutes of your time to complete and return this form to reception prior to your departure

We hope you have enjoyed your visit with us



Le Château de Warsy, France

Have you considered our French Centres

Le Château de Warsy & Le Château du Broutel



Le Château du Broutel, France