

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: Lockhart Manor DATES: 16th May to 20th May  
NAME OF ACCOMMODATION: Manor Pods Village 1 and 2

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? yes it was helpful

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

If you had a visit from one of our School Journey Advisors: No visit

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)?

Operations (Rooming, outdoor pursuit programmes, support)?

Preview visit to the centre?

### SECTION 2: Arrivals

General Welcome: 3 Fire Drill: 3

Room Allocation: 3 Introductory Talk: 3

### SECTION 3: Centre Facilities:

Pupil Accommodation: 3 Teacher Accommodation: 3

Washing & Toilet Facilities: 3 Cleanliness / Hygiene: 3

The Grounds: 4 Catering: 3

Were there any accommodation problems? sinks in Pod Village 1

for children blocked a couple of times - were fixed

Standard of cleanliness / tidiness? (teacher & pupil) 4

Standard of Furnishing? 3 - could you please put a mirror

in the staff pods. Thanks.

### SECTION 4: Meals

Were the meals of an adequate standard? Yes

Was there enough to eat? Yes, more fruit and when salad empty please refill as big group.

Was the food served promptly? Yes

Were all dietary requirements catered for? As much as possible

Alisha very helpful to parents before trip

How do you rate the packed lunches? None

Any other comments?

### 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 - Scott, Mattio and 'Toad' got special mention from children.

How do you rate the outdoor pursuits? apart from the 'compass' activity all were great.

How do you rate the outdoor pursuit equipment? Good

What were your pupil's favourite outdoor pursuits? all water sports and high ropes.

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

Den building, John Muir dedicated activity, Birdwatching.

Do you have any suggestions on how we could improve our product or outdoor pursuits?

Possible indoor area for very wet times because hard to get all pod children together to talk.

**SECTION 6: Overall Assessment**

Which aspect of your stay was most enjoyed? *activities - especially water sports*

Which aspect of your stay was least enjoyed? *Compass, notice boards need to be covered*

How do you rate the overall product on a value for money basis? *3*

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

Have you any further general comments which you feel would be useful to us?  
*Doors in pods to be less dangerous  
Area for all staff to meet together when big group in both pod villages*

Where did you hear of Manor Adventure? *been before*

What were the reasons for choosing Manor Adventure? *enjoyed previous visits*

Which centre did you visit last year? *none*

What other visits does your school organise? *none*

**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: .....



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# manor adventure

## COURSE REPORT FORM

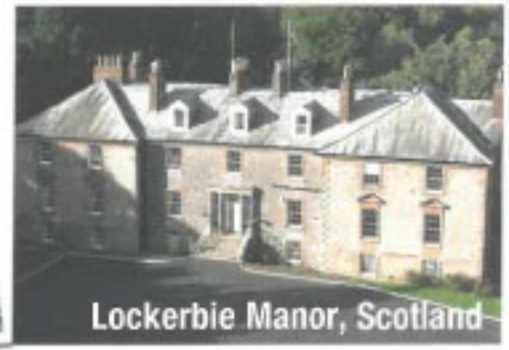
For



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