

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 MANOR DATES: 25-29th APRIL
NAME OF ACCOMMODATION: MANOR HOUSE

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

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

If you had a visit from one of our School Journey Advisors:

Did he provide a fair description of our centre and product? N/A

How professional was the Presentation Evening? N/A

How did you rate our pre-visit administration?

Customer Services (Bookings, payments, support)? ① Excellent

Operations (Rooming, outdoor pursuit programmes, support)? ① Excellent

Preview visit to the centre? N/A

SECTION 2: Arrivals

General Welcome: ④ VERY GOOD Fire Drill: ② VERY GOOD

Room Allocation: ② VERY GOOD Introductory Talk: ③ GOOD

SECTION 3: Centre Facilities:

Pupil Accommodation: ③ GOOD Teacher Accommodation: ③ GOOD

Washing & Toilet Facilities: ③ GOOD Cleanliness / Hygiene: ④ VERY GOOD

The Grounds: ② VERY GOOD Catering: ③ GOOD

Were there any accommodation problems? NO

Standard of cleanliness / tidiness? (teacher & pupil) ③ GOOD

Standard of Furnishing? ③ GOOD

SECTION 4: Meals

Were the meals of an adequate standard? YES

Was there enough to eat? THIS VARIED DEPENDING ON WHO WAS SERVING, PORTION SIZES VERY SMALL

Was the food served promptly? YES

Were all dietary requirements catered for? YES - ALEYSIA WAS REALLY HELPFUL

How do you rate the packed lunches? N/A

Any other comments?

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: VERY GOOD Professional: VERY GOOD

Which Instructors were motivating / clear / enthusiastic?

JAFFA, BEN JOE. INSTRUCTORS COULD HAVE MORE FUN WITH THE CHILDREN AND ENGAGE/MOTIVATE BETTER

How do you rate the outdoor pursuits? VERY GOOD

How do you rate the outdoor pursuit equipment? VERY GOOD

What were your pupil's favourite outdoor pursuits? HIGH ROPES, WATER ACTIVITIES, CRATE STACKING

Are there any new outdoor pursuits you would like Manor Adventure to offer? BBQ/CAMPFIRE/SMOKES/SING SONG

Do you have any suggestions on how we could improve our product or outdoor pursuits? DRYING ROOM NOT GREAT

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? THE ENTIRE EXPERIENCE

Which aspect of your stay was least enjoyed? N/A

How do you rate the overall product on a value for money basis? VERY GOOD

Will you be considering a further visit with Manor Adventure? ALREADY BOOKED FOR 7th YEAR RUNNING.

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

Where did you hear of Manor Adventure?

What were the reasons for choosing Manor Adventure? ACTIVITIES ON SITE, VARIETY OF ACTIVITIES, LOCATION, SETTING, STAFF.

Which centre did you visit last year? THIS ONE

What other visits does your school organise? N/A

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

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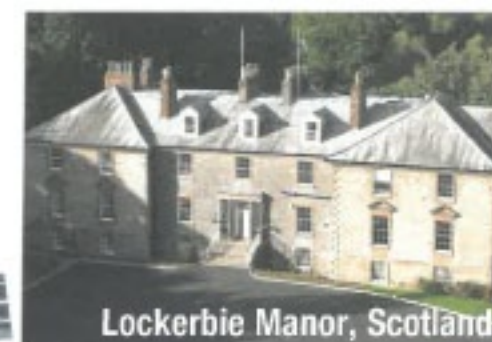
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COURSE REPORT FORM

For



Culmington Manor, England



Lockerbie Manor, Scotland



Abernant Lake Hotel, Wales

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