

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: LOCKERSIE DATES: 18-20 MAY

NAME OF ACCOMMODATION: LOCKERSIE MANOR

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? 2

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)? N/A

Operations (Rooming, outdoor pursuit programmes, support)? N/A

Preview visit to the centre? N/A

SECTION 2: Arrivals

General Welcome: 1 Fire Drill: 1

Room Allocation: 1 Introductory Talk: 1

SECTION 3: Centre Facilities:

Pupil Accommodation: 1 Teacher Accommodation: 1

Washing & Toilet Facilities: 1 Cleanliness / Hygiene: 3

The Grounds: 1 Catering: 5

Were there any accommodation problems? N/A

Standard of cleanliness / tidiness? (teacher & pupil) Grubby communal areas, tables, carpets etc.

Standard of Furnishing? 4

SECTION 4: Meals

Were the meals of an adequate standard? 5 NO

Was there enough to eat? 4 NO fruit / salad half of the time

Was the food served promptly? 4 - Not on first day, shambolic!
Cold food, low quality

Were all dietary requirements catered for? 4

How do you rate the packed lunches? N/A

Any other comments? Too many people to cater for! low quality food, some schools not supervised during meal times.

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: 1 Professional: 1

Which Instructors were motivating / clear / enthusiastic?

..... 1

How do you rate the outdoor pursuits? 1 - Bushcraft maybe needs spicing up

How do you rate the outdoor pursuit equipment? 1

What were your pupil's favourite outdoor pursuits? Absin / Zip line

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

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

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *The activities / Abseiling / rock climbing*

Which aspect of your stay was least enjoyed? *The dining room / food was just not great*

How do you rate the overall product on a value for money basis? *We are conscious the parents have paid a lot for this and the food really let it down*

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?

Although the timing issues were resolved after the first evening it was still all chaotic / rushed and poor quality. Other schools were not all supervising their children - Children running up and down corridors & playing football in them!

Where did you hear of Manor Adventure? *Previous visits*

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

Which centre did you visit last year? *✓*

What other visits does your school organise? *to Barcoble, Brackhole, Windermerre*

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:



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

manor adventure

COURSE REPORT FORM

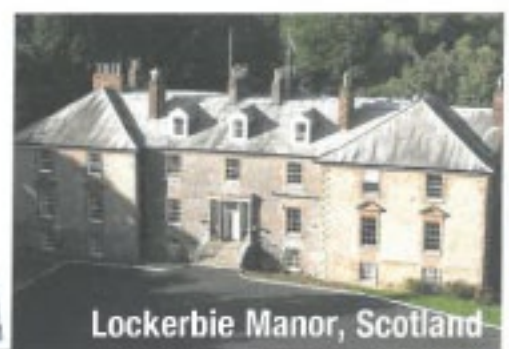
For



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