

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: Manor Adventure DATES:
NAME OF ACCOMMODATION: Lockeble Manor, Scotland

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)? 3

Operations (Rooming, outdoor pursuit programmes, support)? 3

Preview visit to the centre? N/A

SECTION 2: Arrivals

General Welcome: 2 Fire Drill: 3

Room Allocation: 3 Introductory Talk: 3

SECTION 3: Centre Facilities:

Pupil Accommodation: 3 Teacher Accommodation: 5 *If rooms are available, we feel staff shouldn't need to share.*

Washing & Toilet Facilities: 4 Cleanliness / Hygiene: 5

The Grounds: 3 Catering: 5 *perhaps understaffed poorer quality of food than in previous years*

Were there any accommodation problems? No *Rota difficult to manage*

Standard of cleanliness / tidiness? (teacher & pupil)

Standard of Furnishing? 4

SECTION 4: Meals

Were the meals of an adequate standard? Poorer quality than previous years - chicken and breakfasts overcooked

Was there enough to eat? Yes, plenty

Was the food served promptly? Yes

Were all dietary requirements catered for? Yes

How do you rate the packed lunches? N/A

Any other comments? N/A

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: 2 Professional: 2

Which Instructors were motivating / clear / enthusiastic?

Holly, Chloe, Lewis

How do you rate the outdoor pursuits?

2

How do you rate the outdoor pursuit equipment?

2

What were your pupil's favourite outdoor pursuits? Water sports, High ropes

Abseiling

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

Laser tag

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

A little less downtime, more consistency across instructors - different messages given about the same things at times

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed?

Variety of activities

Which aspect of your stay was least enjoyed?

Food and downtime without space. (A floor is difficult)

How do you rate the overall product on a value for money basis?4.....

Are watersports more expensive than other activities?

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?
.....
.....
.....
.....

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

What were the reasons for choosing Manor Adventure? *As above*

Which centre did you visit last year? *Scotland*

What other visits does your school organise? */*

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

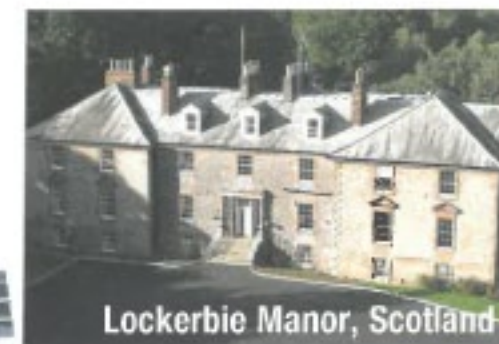
For



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