

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: *16<sup>th</sup> - 18<sup>th</sup> November '22* .....  
NAME OF ACCOMMODATION: *Pod Village 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* .....  
How could we improve our website, www.manoradventure.com?  
..... *informative - sells the adventure / exciting!* .....  
If you had a visit from one of our School Journey Advisors: ..... *n/a* .....  
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* .....  
Operations (Rooming, outdoor pursuit programmes, support)? ..... *1* .....  
Preview visit to the centre? ..... *n/a* .....

### SECTION 2: Arrivals

General Welcome: ..... *1 - super organised!* ..... Fire Drill: ..... *2* .....  
Room Allocation: ..... *1* ..... Introductory Talk: ..... *1* .....

### SECTION 3: Centre Facilities:

Pupil Accommodation: ..... *2* ..... Teacher Accommodation: ..... *2* .....  
Washing & Toilet Facilities: ..... *2* ..... Cleanliness / Hygiene: ..... *2* .....  
The Grounds: ..... *1 - amazing!* ..... Catering: ..... *1 - amazing kitchen staff + super food!* .....  
Were there any accommodation problems? ..... *no* .....  
Standard of cleanliness / tidiness? (teacher & pupil) ..... *2* .....  
Standard of Furnishing? ..... *2* .....

### SECTION 4: Meals

Were the meals of an adequate standard? ..... *definitely* .....  
Was there enough to eat? ..... *absolutely! We liked the drink machine that the children could help themselves* .....  
Was the food served promptly? ..... *1* .....  
Were all dietary requirements catered for? ..... *very good system with the cards for children with allergies* .....  
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: ..... *1* ..... Professional: ..... *1* .....  
Which Instructors were motivating / clear / enthusiastic?  
..... *Natalie, Kyle, Scott, Jack + Lewis* .....  
..... *(but they were - can't remember some names!* .....  
How do you rate the outdoor pursuits? ..... *2/1* .....  
..... *camp craft + compass* .....  
How do you rate the outdoor pursuit equipment? ..... *2* .....  
What were your pupil's favourite outdoor pursuits? ..... *abseiling, obstacle course, low ropes* .....  
Are there any new outdoor pursuits you would like Manor Adventure to offer? .....  
..... *1. hear you're getting grass sledging + aeroball!* .....  
Do you have any suggestions on how we could improve our product or outdoor pursuits?  
..... *Survival - one group didn't experience a real fire* .....  
..... *→ possibly more exciting camp craft - could the toast marshmallows?* .....

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *surroundings, staff and organisation*

Which aspect of your stay was least enjoyed? *clearing out the drying room 😊*

How do you rate the overall product on a value for money basis? *2*

Will you be considering a further visit with Manor Adventure? *already booked for next year!*

Have you any further general comments which you feel would be useful to us? *Perhaps make staff staying in pods aware that the coffee machine is available for use - we only discovered on the last day!*

Where did you hear of Manor Adventure? *previous staff at our school*

What were the reasons for choosing Manor Adventure? *great facilities all onsite, an experience the children wouldn't get closer to home!*

Which centre did you visit last year? *Lockerbie Manor*

What other visits does your school organise? *residential local to Newcastle Cumbria/OAA, educational visits to New Laval, local museum and theatres*

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: *I'll share with* Name:   
 Address: *local primaries to make aware.* 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