

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: 7-9th Nov 22

NAME OF ACCOMMODATION: Main 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? 3

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? No visit

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: 2 Fire Drill: 2

Room Allocation: 2 Introductory Talk: 3

SECTION 3: Centre Facilities:

Pupil Accommodation: 4 Teacher Accommodation: 2

Washing & Toilet Facilities: 4 Cleanliness / Hygiene: 3

The Grounds: 3 Catering: 1

Were there any accommodation problems? Shower blocked & plugs not working in sinks

Standard of cleanliness / tidiness? (teacher & pupil) 2

Standard of Furnishing? 4

SECTION 4: Meals

Were the meals of an adequate standard? Yes

Was there enough to eat? Loads!

Was the food served promptly? Every time

Were all dietary requirements catered for? Superb

How do you rate the packed lunches? N/A

Any other comments? Thanks to all staff

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: 3 Professional: 3

Which Instructors were motivating / clear / enthusiastic?

..... Scott - amazing ~~Barry~~ Jenny - fabulous
..... Elizabeth - very supportive

How do you rate the outdoor pursuits? 3 Bivy was fantastic

..... Wide games disappointing although students enjoyed playing

How do you rate the outdoor pursuit equipment? 1

What were your pupil's favourite outdoor pursuits? Bivy Zipwire
..... Archery

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

..... Wide games like Capture the flag

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

..... More games in the disco Improvement in de-briefing from activities
& reflection during activities to learn

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *Food, art, clay, birch making*

Which aspect of your stay was least enjoyed? *Downstairs accommodation*

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

Will you be considering a further visit with Manor Adventure? *Yes - possibly interested in another centre*

Have you any further general comments which you feel would be useful to us?
Tuckshop - logistics difficult to manage but Scott went above + beyond.

Where did you hear of Manor Adventure? *Have visited the centre over a number of years.*

What were the reasons for choosing Manor Adventure?
Prior knowledge of the centre + activities offered.

Which centre did you visit last year? *None*

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