

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: LOCILERSIE DATES: 31/10 - 4/11
NAME OF ACCOMMODATION: B-FLOOR

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? 1

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

FAQ for parents section

If you had a visit from one of our School Journey Advisors: - can this be offered?

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

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

Preview visit to the centre? 1 (parent visit - said it was excellent)

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: 1

The Grounds: 1 Catering: 1

Were there any accommodation problems? No

Standard of cleanliness / tidiness? (teacher & pupil) Excellent - 1

Standard of Furnishing? Bit dated but fitted well with surroundings -!

SECTION 4: Meals

Were the meals of an adequate standard? Meals were great. 1

Was there enough to eat? Yes! Some children would have liked to have combinations of meals across two dishes - i.e - curry w/ chips

Was the food served promptly? Yes - great timings! 1

Were all dietary requirements catered for? Yes!

How do you rate the packed lunches? N/A

Any other comments? Salad bar at night too might've been a wee bonus.

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: 1 Professional: 1

Which Instructors were motivating / clear / enthusiastic?

Scott Docherty, outstanding. Ryan - excellent, Rebecca - great, Kyle - great, Holly - great, Niamh - great.

How do you rate the outdoor pursuits? Very good.

How do you rate the outdoor pursuit equipment? More than adequate - bikes and watersports awesome.

What were your pupil's favourite outdoor pursuits? Climbing / abseiling / rifles / watersports / orienteering / low ropes

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

Perhaps a route to cycle the bikes on (longer distance).

Do you have any suggestions on how we could improve our product or outdoor pursuits? Kit list for activities on each floor - just to save time!

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *Rooms for staff - excellent.
Coffee - outstanding. Food great.*

Which aspect of your stay was least enjoyed? *Drying room was very
overcrowded / not enough space to hang clothing.*

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

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?

- *Fresh water point indoors?*
- *Speed of vehicles coming into grounds - v. fast ^{is speed?} pumps?*
- *Shared bank of card games / board games for down
time.*

Where did you hear of Manor Adventure? *Returning visitors.*

What were the reasons for choosing Manor Adventure? *Quality of
overall experience, instructors, activities and
food all excellent.*

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

What other visits does your school organise? *Curriculum
related trips.*

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

manor adventure

COURSE REPORT FORM

For



Culmington Manor, England



Aberhant 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