

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:
NAME OF ACCOMMODATION:

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? Y

How could we improve our website, www.manoradventure.com?
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If you had a visit from one of our School Journey Advisors:

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)? 2

Operations (Rooming, outdoor pursuit programmes, support)? 2

Preview visit to the centre? —

SECTION 2: Arrivals

General Welcome: V Good Fire Drill: V Good

Room Allocation: V Good Introductory Talk: V Good

SECTION 3: Centre Facilities:

Pupil Accommodation: V Good Teacher Accommodation: Excellent

Washing & Toilet Facilities: 2 Cleanliness / Hygiene: 2

The Grounds: 2 Catering: 3

Were there any accommodation problems? NO

Broken lamp - replaced when asked.

Standard of cleanliness / tidiness? (teacher & pupil)

V Good

Standard of Furnishing? V Good

SECTION 4: Meals

Were the meals of an adequate standard? Yes 3

More seasoning / flavour.

Was there enough to eat? Yes 2

More hot puddings. No pudding @ lunch.

Was the food served promptly? Yes 2

Were all dietary requirements catered for? Yes 2

How do you rate the packed lunches? —

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?

Nat

How do you rate the outdoor pursuits? 1

How do you rate the outdoor pursuit equipment? 2

Some helmets - smelly.

What were your pupil's favourite outdoor pursuits? Obstacle Climbing

water based.

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 pods - children loved this.*

Which aspect of your stay was least enjoyed? *Check out, feels very rushed.*

How do you rate the overall product on a value for money basis? *Good although with cost of living unsure we can continue.*

Will you be considering a further visit with Manor Adventure? *Yes if prices remain similar.*

Have you any further general comments which you feel would be useful to us? *Not all the kitchen staff not very smiley / approachable. Limited cleaning equipment available to help with spills etc.*

Where did you hear of Manor Adventure? *Previous school visited.*

What were the reasons for choosing Manor Adventure? *Always been excellent.*

Which centre did you visit last year? *Robin wood*

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

manor adventure

COURSE REPORT FORM

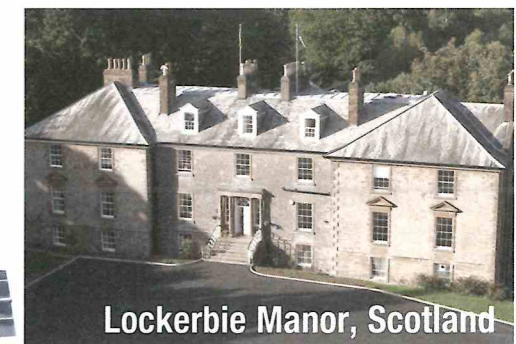
For



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