

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 Manor DATES: 24<sup>th</sup> - 28<sup>th</sup> Oct  
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? Didn't see it

How could we improve our website, www.manoradventure.com?  
Didn't look at it

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)? Dealt with by school office  
Operations (Rooming, outdoor pursuit programmes, support)? 4  
Preview visit to the centre? 4

**SECTION 2: Arrivals**

General Welcome: 2 Fire Drill: 2  
Room Allocation: 1 Introductory Talk: 1

**SECTION 3: Centre Facilities:**

Pupil Accommodation: 2 <sup>Blinds needed!</sup> Teacher Accommodation: 3  
Washing & Toilet Facilities: 2 Cleanliness / Hygiene: 2  
The Grounds: 2 Catering: 3

Were there any accommodation problems? One teacher pod was covered in dead bluebottles (20+)

Standard of cleanliness / tidiness? (teacher & pupil) No problems

Standard of Furnishing? Good. Teacher beds were uncomfortable.

**SECTION 4: Meals**

Were the meals of an adequate standard? 4

Was there enough to eat? 1 - plenty of food

Was the food served promptly? 1

Were all dietary requirements catered for? 1

How do you rate the packed lunches? N/A

Any other comments? Chicken nuggets served 2/4 nights

**SECTION 5: Centre Staff & Outdoor Pursuits**

How do you rate the Centre Staff / Instructors?  
Helpful: 1 Professional: 2\* <sup>\*mostly 1, but some kids splashed in water and asked to stop & instructor didn't</sup> Lots of tears!

Which Instructors were motivating / clear / enthusiastic?  
Scott, Ben, Holly, Jenny, Mario & Ryan

How do you rate the outdoor pursuits? 1

How do you rate the outdoor pursuit equipment? 1 More waterproofs for water would be helpful. Many kids only had 1 jacket that got soaked.

What were your pupil's favourite outdoor pursuits? High ropes, Zip, crate stack, climbing, paddle board

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

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

**SECTION 6: Overall Assessment**

Which aspect of your stay was most enjoyed? *Outdoor pursuits.*

Which aspect of your stay was least enjoyed? *Varying meal times -  
no consistency*

How do you rate the overall product on a value for money basis? *1*

Will you be considering a further visit with Manor Adventure? *Yes - school  
visits on a yearly basis.*

Have you any further general comments which you feel would be useful to us?  
*N/A.*

Where did you hear of Manor Adventure? *Previously visited*

What were the reasons for choosing Manor Adventure? *Successful  
previous visits.*

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

What other visits does your school organise? *N/A.*

**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  
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# 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