

We constantly strive to improve our high standards. Your comments are very important to us and will be assessed by our management team.

SCHOOL: PS PARTY LEADER: .....  
CENTRE: Lakebie Manor DATES: 5th - 9th Sep  
NAME OF ACCOMMODATION: Pod Village

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?  
Not used

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 Fire Drill: 4

Room Allocation: 2 Introductory Talk: 1

**SECTION 3: Centre Facilities:**

Pupil Accommodation: 3 Teacher Accommodation: 3

Washing & Toilet Facilities: 3 Cleanliness / Hygiene: 1

The Grounds: 1 Catering: 1

Were there any accommodation problems? Both pupil toilets flooded with the plug open, pupils had to make their own curtains/blinds in pods and staff toilets had ALL paper to cover windows

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

Generally very tidy

Standard of Furnishing? blinds for (teacher + pupil) as stated above

**SECTION 4: Meals**

Were the meals of an adequate standard? Yes

Was there enough to eat? Yes, lots!

Was the food served promptly? Yes

Were all dietary requirements catered for? Yes

How do you rate the packed lunches? N/A

Any other comments? All catering staff were fantastic and so accommodating to all staff + pupils. Thank you!

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

How do you rate the Centre Staff / Instructors?

Helpful: 1 Professional: 1

Which Instructors were motivating / clear / enthusiastic?

Ben - fantastic, particularly with 1 pupil, thank you!  
Jenny - Brilliant + so encouraging with adults  
Wit - Very encouraging for all pupils

How do you rate the outdoor pursuits? 3 - some activities are

children disengaged with - obstacle, survival initiative

How do you rate the outdoor pursuit equipment? 4 - water equipment - teachers boat sank, waterproof jackets, blindfolds, archery equipments

What were your pupil's favourite outdoor pursuits? High ropes, abseiling, Zip wire, SUP

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

More water based activities - stuff they wouldn't get at home / school - we provide Forest Schools

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

Safety at water spots - we previously shouted a safe word if someone fell in

**SECTION 6: Overall Assessment**

Which aspect of your stay was most enjoyed? *pupils loved the disco + food and most activities*

Which aspect of your stay was least enjoyed? *Some activities, as mentioned*

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

Will you be considering a further visit with Manor Adventure? *We hope so!*

Have you any further general comments which you feel would be useful to us?

*This year we feel that some of the instructors weren't as motivating + encouraging to the point Hazel spoke to Chris about one member of staff when on activity. Our children commented on the activity being boring and the comments/actions of the instructor*

Where did you hear of Manor Adventure? *Recommendation*

What were the reasons for choosing Manor Adventure? *we have been coming here for years and within a reasonable distance.*

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

What other visits does your school organise? *class trips, swimming lessons, Forest schools*

**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