

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: Lockwood Manor DATES: 10-12 AUG 2022

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? .....

How could we improve our website, [www.manoradventure.com](http://www.manoradventure.com)?

The website was informative, maybe some more individual pictures of Accom/ Pods.

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)? .....

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

Preview visit to the centre? .....

### SECTION 2: Arrivals

General Welcome: 2 Fire Drill: 2

Room Allocation: 2 Introductory Talk: 2

### SECTION 3: Centre Facilities:

Pupil Accommodation: 2 Teacher Accommodation: 2

Washing & Toilet Facilities: 1 Cleanliness / Hygiene: 1

The Grounds: 2 Catering: 2

Were there any accommodation problems? Spiders

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

Spotless

Standard of Furnishing? Very good

### SECTION 4: Meals

Were the meals of an adequate standard? Very good variety

Was there enough to eat? (1) Always plenty for everyone.

Was the food served promptly? Yes always on time

Were all dietary requirements catered for? All needs were met

How do you rate the packed lunches? ————

Any other comments? The standard of food was excellent

### SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: 1 Professional: 1

Which Instructors were motivating / clear / enthusiastic?

Yes always very understanding and accommodating

How do you rate the outdoor pursuits? Very good

How do you rate the outdoor pursuit equipment? The equipment was of a good standard.

What were your pupil's favourite outdoor pursuits? Archery, Zip line

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

lawn bowling

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

The activities are varied and have a wide offer. Keep evaluating and asking service users.

**SECTION 6: Overall Assessment**

Which aspect of your stay was most enjoyed? *The staff and  
Yanae people enjoyed activities, the friendly  
Members of the staff.*

Which aspect of your stay was least enjoyed? .....

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

*Very good value overall*

Will you be considering a further visit with Manor Adventure? .....

*Yes, we will speak to our management  
about further funding.*

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

Where did you hear of Manor Adventure? *Through NL Council Colleges*

What were the reasons for choosing Manor Adventure? .....

*To try a new venue for activities*

Which centre did you visit last year? *None due to Covid*

What other visits does your school organise? .....

*No offer day trips, camping trips, team  
building*

**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