

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: 24-28/4/23 .....

NAME OF ACCOMMODATION: LOCKERBIE MANOR .....

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?

..... UPDATE WITH NEWER SPORTS INFORMATION TO SHOW PARENTS .....

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)? ..... 1 .....

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

Preview visit to the centre? ..... N/A .....

### SECTION 2: Arrivals

General Welcome: ..... 1 ..... Fire Drill: ..... 1 .....

Room Allocation: ..... 1 ..... Introductory Talk: ..... 1 .....

### SECTION 3: Centre Facilities:

Pupil Accommodation: ..... 2 (PUPIL VIEW) ..... 3 (STAFF VIEW) ..... Teacher Accommodation: ..... 2 .....

Washing & Toilet Facilities: ..... 2 ..... Cleanliness / Hygiene: ..... 2 .....

The Grounds: ..... 1 ..... Catering: ..... 1 .....

Were there any accommodation problems? ..... PUPILS COMPLAINED OF .....

..... SQUEAKY BUNK BEDS .....

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

..... VERY CLEAN AND TIDY ON ARRIVAL .....

Standard of Furnishing? 2- TEACHERS' ROOMS ..... SUITABLY FURNISHED .....

..... (COMFY BED) .....

### SECTION 4: Meals

Were the meals of an adequate standard? ..... YES - 2 .....

..... GOOD VARIETY WHICH APPEALS TO CHILDREN .....

Was there enough to eat? ..... YES - 1 .....

Was the food served promptly? ..... YES - 1 .....

Were all dietary requirements catered for? ..... YES - 1, USE OF ALLERGEN .....

..... CARD SYSTEM IS EXCELLENT TOO .....

How do you rate the packed lunches? ..... N/A .....

Any other comments? ..... STAFF WERE VERY HELPFUL AND THE CHILDREN .....

..... APPRECIATED THE OFFER OF AVAILABLE EXTRAS AT THE FINAL .....

### SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: ..... 1 OR 2 ..... Professional: ..... 1 OR 2 ..... VERY GOOD TO .....

Which Instructors were motivating / clear / enthusiastic?

..... BEN, CHRIS, LEWIS, NATALIA, RACHEL, MORGAN WERE ALL .....

..... RATED HIGHLY BY THE CHILDREN. JACK AND THE OTHER BEN! .....

How do you rate the outdoor pursuits? ..... 1 - EXCELLENT .....

How do you rate the outdoor pursuit equipment? ..... 2 - VERY GOOD .....

What were your pupil's favourite outdoor pursuits? ..... HIGH ROPES, ZIP SLIDE, AGGEBALL .....

..... "ALL OF THEM!" - CHILDREN .....

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

..... BUBBLE BALLS, ~~FROM~~ INFLATABLE OBSTACLE COURSE, TREE CLIMBING .....

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

..... MORE FENCING EQUIPMENT, VIA FOULATA, OFFER MORE DOUBLE .....

..... SESSIONS ON HIGH ROPES /

**SECTION 6: Overall Assessment**

Which aspect of your stay was most enjoyed? ACTIVITIES AND FOOD (PUPPETS)

SEEING THE CHILDREN OVERCOMING CHALLENGES AND DEVELOP THEIR CONFIDENCE, SEE OTHERS EXCEL AT OTHER THINGS

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

THE NOISY FAN OUTSIDE BOZ WINDOW!

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

VALUE FOR MONEY WITH A WIDE RANGE OF ACTIVITIES.

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?  
.....  
.....  
.....  
.....

Where did you hear of Manor Adventure? PREVIOUSLY VISITED

What were the reasons for choosing Manor Adventure? LOCATION, ACTIVITIES OFFERED, STANDARD OF ACCOMMODATION

Which centre did you visit last year? GALLOWAY SAILING CENTRE LOCH KEN

What other visits does your school organise? AND HISTORICAL / CULTURAL VISITS

**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