

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: ..... LOCKSERALE MANOR ..... DATES: ..... 19TH-21ST APR 2023 .....

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? ..... YES .....

How could we improve our website, www.manoradventure.com?

..... NOTHING .....

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)? ..... VERY GOOD .....

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

Preview visit to the centre? ..... VERY GOOD - 2 CHILDREN .....

### SECTION 2: Arrivals

General Welcome: ..... GREAT EFFICIENT ..... Fire Drill: ..... INFORMATIVE .....

Room Allocation: ..... POD VILLAGE - GOOD ..... Introductory Talk: ..... VERY GOOD .....

### SECTION 3: Centre Facilities:

Pupil Accommodation: ..... V. GOOD ..... Teacher Accommodation: ..... V. GOOD .....

Washing & Toilet Facilities: ..... V. GOOD ..... Cleanliness / Hygiene: ..... V. GOOD .....

The Grounds: ..... V. GOOD ..... Catering: ..... V. GOOD .....

Were there any accommodation problems? SHOWERS WERE NOT HOT ON

1ST MORNING - BUT SORTED VERY QUICKLY .....

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

Standard of Furnishing? ..... GOOD .....

### SECTION 4: Meals

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

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

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? .....

### SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: ..... 1 ..... Professional: ..... 1 .....

Which Instructors were motivating / clear / enthusiastic?

..... All of them .....

How do you rate the outdoor pursuits? ..... Very good .....

How do you rate the outdoor pursuit equipment? ..... Very good .....

What were your pupil's favourite outdoor pursuits? ..... All of them! .....

Are there any new outdoor pursuits you would like Manor Adventure to offer? ..... No .....

..... There is a great selection .....

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

..... Not really .....

**SECTION 6: Overall Assessment**

Which aspect of your stay was most enjoyed? *All of it.*

Which aspect of your stay was least enjoyed? *None.*

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

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? *Been before.*

What were the reasons for choosing Manor Adventure? *Price, Instructors, Accommodation, Food, Activities - everything.*

Which centre did you visit last year? *N/A.*

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: *Any other primary* Name: .....

Address: *or secondary* Address: .....

*school in Dunfermline + ballanray*

**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