

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 DATES: 19-21 APRIL 2023

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? ..... 2

How could we improve our website, www.manoradventure.com?  
..... 1

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: ..... 2

**SECTION 3: Centre Facilities:**

Pupil Accommodation: ..... 4-5 MOULD ON BUND POOR BLINDS IN BOYS AREA Teacher Accommodation: ..... 1  
Washing & Toilet Facilities: ..... 4 Cleanliness / Hygiene: ..... 3 DUE TO CARPETS, JACKETS KITCHEN COVERS WELL USED  
The Grounds: ..... 2 Catering: ..... 2  
Were there any accommodation problems? ..... AS ABOVE

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

Standard of Furnishing? ..... AS ABOVE - BOYS MATTRESSES STAINED + VERY NOBBLY

**SECTION 4: Meals**

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

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

Was the food served promptly? ..... YES, EXCELLENT

Were all dietary requirements catered for? ..... YES

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

Any other comments? ..... THANK YOU!

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

How do you rate the Centre Staff / Instructors?  
Helpful: .....  Professional: .....

Which Instructors were motivating / clear / enthusiastic?  
..... ALMOST ALL... PLEASE CAN WE REQUEST THAT THE WORD IDIOT IS NOT USED WHEN BEHAVIOUR IS CHALLENGING IT WAS LOVELY TO RECEIVE POSITIVE COMMENT FROM CHRIS (OBSTACLE COURSE)  
How do you rate the outdoor pursuits? ..... EXCELLENT

How do you rate the outdoor pursuit equipment? ..... SOME NEEDS REPLACED

What were your pupil's favourite outdoor pursuits? ..... KAYAK / CANOE

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

Do you have any suggestions on how we could improve our product or outdoor pursuits?  
..... RE FURNISH SOME AREAS. TEACHERS ROOM B9 - THEY WERE FROZEN LAST NIGHT - DRAFF ON WINDOWS

**SECTION 6: Overall Assessment**

Which aspect of your stay was most enjoyed? *KAYAKS + CANOE*

Which aspect of your stay was least enjoyed? *NOTHING*

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

Will you be considering a further visit with Manor Adventure? *YES, IF REFORB  
IN SOME AREAS HAPPENS :)*

Have you any further general comments which you feel would be useful to us?  
*WHAT A FAB MEMORABLE TRIP. A HUGE THANK  
YOU !!*

Where did you hear of Manor Adventure? *PREVIOUSLY CAME*

What were the reasons for choosing Manor Adventure? *LOCALITY, PREVIOUS  
EXPERIENCE*

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

What other visits does your school organise? *DAY TRIPS*

**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