

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: 17th Apr - 21st April
NAME OF ACCOMMODATION: Pod Village 1

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?
.....

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: 1 Fire Drill: 1

Room Allocation: 1 Introductory Talk: 1

SECTION 3: Centre Facilities:

Pupil Accommodation: 1 Teacher Accommodation: 1

Washing & Toilet Facilities: 2 Cleanliness / Hygiene: 1

The Grounds: 1 Catering: 1

Were there any accommodation problems? Girls showers often cold

1 shower in each block not working

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

Standard of Furnishing?

SECTION 4: Meals

Were the meals of an adequate standard? Yes - chicken burgers
were fab!

Was there enough to eat? Yes - they would have liked more
at the pasta lunch

Was the food served promptly? Yes - all catering staff were
lovely

Were all dietary requirements catered for? Yes

How do you rate the packed lunches?

Any other comments? It was fabulous

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 - water Ben
Scott Lewis Adam Natalia Will Chris

How do you rate the outdoor pursuits? Kids loved them

How do you rate the outdoor pursuit equipment? All fine - Kids
felt safe in it

What were your pupil's favourite outdoor pursuits? Paddle boarding
High Ropes Zip Wire Kayaking Crate Stacking

Are there any new outdoor pursuits you would like Manor Adventure to offer?
Wild Swimming Tree Climbing

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

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *Food! - Desserts*

Weather *Activities*

Which aspect of your stay was least enjoyed? *Comfier mattress for*

Kids

How do you rate the overall product on a value for money basis? *It's fine*

Will you be considering a further visit with Manor Adventure? *Yes - already*

booked

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

Some instructors need to have some games up their sleeves to keep chn motivated at end of sessions

** See notes on separate sheet* Gillian.*

Where did you hear of Manor Adventure? *Been before*

What were the reasons for choosing Manor Adventure? *Enjoyed it last*

time.

Proximity to school

Which centre did you visit last year? *Same one*

What other visits does your school organise?

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:

.....

.....



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