

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: 6-10/2/23  
NAME OF ACCOMMODATION: MANOR HOUSE

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?  
.....

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: 3 Teacher Accommodation: 1

Washing & Toilet Facilities: 4 Cleanliness / Hygiene: 1

The Grounds: 1 Catering: 1

Were there any accommodation problems? COLD SHOWERS (EVEN AT 6AM)

Standard of cleanliness / tidiness? (teacher & pupil) ✓ 1

Standard of Furnishing? 1

**SECTION 4: Meals**

Were the meals of an adequate standard? YES

Was there enough to eat? PLENTY!

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: 2 Professional: 2

Which Instructors were motivating / clear / enthusiastic?

RACHAEL, HOLLY, BEN, JACK, JAZ

How do you rate the outdoor pursuits? 2 TOOK QUITE A LOT OF TIME

PREPARING I.E. HAVING ALL MAPS/PAPER READY FOR ORIENTEERING.

How do you rate the outdoor pursuit equipment? SAFETY EQUIPMENT WAS GREAT

LACK OF WORKING RIFLES & MOUNTAIN BIKES.

What were your pupil's favourite outdoor pursuits? HIGH ROPES ZIP LINE

SCAVENGER HUNT.

Are there any new outdoor pursuits you would like Manor Adventure to offer? N/A

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

HAVING ENOUGH EQUIPMENT FOR TEACHERS TO PARTICIPATE, ENABLING THEM TO SUPPORT AFD. ANXIOUS PUPILS:

**SECTION 6: Overall Assessment**

Which aspect of your stay was most enjoyed? STAFF - WATCHING CHILDREN GROW IN CONFIDENCE APILUS - A GREAT RANGE OF OUTDOOR ACTIVITIES

Which aspect of your stay was least enjoyed? COLD SHOWERS FOR APILUS

MALFUNCTIONING AIR RIFLES CHILDREN ONLY HAD TRIAL & ONE ROUND ROUND OF SHOTS

How do you rate the overall product on a value for money basis? 3

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?

THE UPSTAIRS OF THE MANOR HOUSE IS A LITTLE RUN DOWN.  
IT WOULD BE GREAT TO HAVE A SCHOOL COMMUNAL AREA DURING DOWN TIME.

Where did you hear of Manor Adventure? BEEN SEVERAL TIMES

What were the reasons for choosing Manor Adventure? IT'S BEEN GREAT IN THE PAST.

Which centre did you visit last year? WISTON LODGE

What other visits does your school organise? CLASS TRIPS E.G. GUSKOV SCIENCE CENTRE.

**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