

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: 6th - 10th Feb.  
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?

We found it to contain everything we needed to prepare the children for the trip.

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: 1 Teacher Accommodation: 1

Washing & Toilet Facilities: 1 Cleanliness / Hygiene: 1

The Grounds: 1 Catering: 1

Were there any accommodation problems? No

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

Standard of Furnishing? 1

**SECTION 4: Meals**

Were the meals of an adequate standard? More than standard for portion size, quality + choice

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? We cannot thank the staff in the Ballroom Dinner hall for how well they looked after us all this week.

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

How do you rate the Centre Staff / Instructors?

Helpful: 1 Professional: 1

Which Instructors were motivating / clear / enthusiastic?

Scotty, Ben<sup>w</sup>, Fox, Rachel, Natalya, Jen, Holly,

Rebecca, Tommy, Chris, Nick. These are the names of the instructors we remember but all staff who interacted with our kids were amazing!

How do you rate the outdoor pursuits? 1

How do you rate the outdoor pursuit equipment? 1

What were your pupil's favourite outdoor pursuits? There was such a range of favourites that it would be difficult to name one

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

None we can think of

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

No

**SECTION 6: Overall Assessment**

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

*The interaction of the instructors*

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

*We (teachers and pupils) enjoyed all of it!*

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

*1*

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?

*Female staff toilet/shower room extremely cold*

Where did you hear of Manor Adventure? *Can't remember, we are regular visitors.*

What were the reasons for choosing Manor Adventure? .....

*Easy access from our home town to here*

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

What other visits does your school organise? *Local one night*

*residential at Fordell Firs*

**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



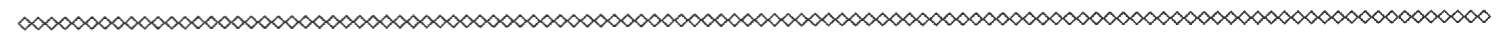
Aberhant Lake Hotel, Wales



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