

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: FEB 6th - 8th
NAME OF ACCOMMODATION: POP 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?
..... NO CHANGES REQUIRED

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)? (2)

Operations (Rooming, outdoor pursuit programmes, support)? (2)

Preview visit to the centre? N/A

SECTION 2: Arrivals

General Welcome: (2) Fire Drill: (2)

Room Allocation: (2) Introductory Talk: (2)

SECTION 3: Centre Facilities:

Pupil Accommodation: (2) Teacher Accommodation: (2)

Washing & Toilet Facilities: (2) Cleanliness / Hygiene: (2)

The Grounds: (2) Catering: (2)

Were there any accommodation problems? SHOWER DOOR JAMMED,
POP DOOR JAMMED & NO HOT WATER

Standard of cleanliness / tidiness? (teacher & pupil) (2)

Standard of Furnishing? (2) - A COUPLE OF PUPILS
COMPLAINED ABOUT UNCOMFORTABLE BEDS MATTRESSES

SECTION 4: Meals

Were the meals of an adequate standard? (2)

Was there enough to eat? (2)

Was the food served promptly? (1)

Were all dietary requirements catered for? (1)

How do you rate the packed lunches? N/A

Any other comments? TIMINGS IN LUNCH HALL WAS
TIGHT - FELT BIT RUSHED AT TIMES

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 INSTRUCTORS WERE MOTIVATING, CLEAR
AND ENTHUSIASTIC

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?

..... ZIPWIRE, CLIMBING & ABSEILING

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

..... WE BELIEVE A HIGH STANDARD OF OUTDOOR PURSUITS
IS ALREADY PROVIDED

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

..... HAPPY WITH THE CURRENT SERVICE

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *SEEING CHILDREN HAVING GREAT EXPERIENCES & ENGAGING WELL WITH THE INSTRUCTORS*

Which aspect of your stay was least enjoyed? *COLD WEATHER DUE TO TIME OF YEAR (CAN'T BE HELPED!)*

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?

COMPARED TO PREVIOUS VISITS, ACTIVITY TIME SEEMED LESS, DUE TO THE NUMBER OF BREAKS

THROUGHOUT THE DAY. CHILDREN WERE LIMITED IN WHAT THEY COULD DO DURING THESE BREAKS DUE TO LIMITED SEATING AND WOULD PREFER TO USE THIS ADDITIONAL TIME ON ACTIVITY

Where did you hear of Manor Adventure? *SCHOOL COME REGULARLY OVER YEARS*

What were the reasons for choosing Manor Adventure?

PREVIOUS POSITIVE EXPERIENCES AND AVAILABILITY

Which centre did you visit last year? *BLAIRVADACH SCOTLAND*

What other visits does your school organise? *SAILING AT LOCHWINNOCH, KAYAKING & PADDLE BOARDING AT PANKSTON BASIN.*

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



Lockerbie Manor, Scotland



Abernant Lake Hotel, Wales

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