

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: Lockebarie DATES: 22nd - 24th Feb

NAME OF ACCOMMODATION: Main House A 8, A 10, All B 14

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?
①

If you had a visit from one of our School Journey Advisors:

Did he provide a fair description of our centre and product? ①

How professional was the Presentation Evening? NA

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? ① - Not all info passed on

SECTION 2: Arrivals

General Welcome: ② Fire Drill: ①

Room Allocation: ① Introductory Talk: ① - not all info passed on

SECTION 3: Centre Facilities:

Pupil Accommodation: ③ Teacher Accommodation: ②

Washing & Toilet Facilities: ③ Cleanliness / Hygiene: ②

The Grounds: ① Catering: ②

Were there any accommodation problems? No

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

Standard of Furnishing? 2

SECTION 4: Meals

Were the meals of an adequate standard? Yes

Was there enough to eat? Always plenty

Was the food served promptly? Yes

Were all dietary requirements catered for? Yes - very much appreciated

How do you rate the packed lunches? NA

Any other comments? lots of choice and the menu is

child centred. All children ate at least something/combination of items.

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: ① Professional: ①

Which Instructors were motivating / clear / enthusiastic? - more personality needed at times

Scott Zach den Jamie - lots of riddles and puzzles

Ben P. Jonny Rachel

How do you rate the outdoor pursuits? ②

How do you rate the outdoor pursuit equipment? ①

What were your pupil's favourite outdoor pursuits? Canoe Kayak

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

Do you have any suggestions on how we could improve our product or outdoor pursuits? Quicker instructions (understand safety important however some standing around)

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *Canoe + Kayak*

Evening Walk, fencing

Which aspect of your stay was least enjoyed? *Meal times were stressful at first*

at times due to not enough space for all schools + staff

How do you rate the overall product on a value for money basis? *Very good*

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

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

Boot room + dry room - great confusion as schools did not keep to their area and children forced to use other areas. No hot water provided for hot choc etc at nights - couldn't find stage (wed night)

Where did you hear of Manor Adventure? *Recommended by South Hampshire Council*

What were the reasons for choosing Manor Adventure?

Been many years - always been pleased

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Which centre did you visit last year? *Last residential was Lockerbie 2019*

What other visits does your school organise?

Individual class trips (day trips)

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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:

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Head office: Culmington Manor, Craven Arms, Shropshire, SY7 9BY
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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