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: PARTY LEADER:
CENTRE: LOCKERBIE MANOR DATES: 23/1/23 - 25/1/23
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?
How could we improve our website, www.manoradventure.com?
Add more up-to-date (realistic) photos
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: Fire Drill:
Room Allocation: Split over floors Introductory Talk: isn't really great. SECTION 3: Centre Facilities:
Pupil Accommodation: 4 Teacher Accommodation: 3
Washing & Toilet Facilities: 3 Cleanliness / Hygiene: 2:Staff 4 - children
The Grounds: 2
Were there any accommodation problems? The children being split over
2 floors was a bit awkward.
Standard of cleanliness / tidiness? (teacher & pupil) Teacher — no issues
Pupils - Squeaky beds, hard mattresses, mouldy showers
Standard of Furnishing? Teacher - great Pupils - adequate but perhaps achair in the rooms would
be helpful.

4 :	Meals	
	4 :	4: Meals

SECTION 4: Meals
Were the meals of an adequate standard? Les
Was there enough to eat? 1 - loads to eat. Children
ate very well
was the food served promptly? I -always on time
Were all dietary requirements catered for?
How do you rate the packed lunches? Didn't have any
Any other comments? The children liked knowing. The choices.
SECTION 5: Centre Staff & Outdoor Pursuits
How do you rate the Centre Staff / Instructors?
Helpful: Professional: 1
Which Instructors were motivating / clear / enthusiastic?
Rachel, Zach, Jen, Ben, Scott & Jamie Kai, Fox
How do you rate the outdoor pursuits? 2 . The children were disappo
that the water was too icy to do the activities.
How do you rate the outdoor pursuit equipment?
What were your pupil's favourite outdoor pursuits? Zip wie Bland Wail,
irchany, fencing, rifles
Are there any new outdoor pursuits you would like Manor Adventure to offer?
A' leap of faith' type of activity. Corge-walking.
Oo you have any suggestions on how we could improve our product or outdoor pursuits?
This the 12-day educate and t

SECTION 6: Overall Assessment
Which aspect of your stay was most enjoyed? The Skudure a routine
is excellent. Very good length of activities.
Which aspect of your stay was least enjoyed? Lack of evening
activities - different in the winter.
How do you rate the overall product on a value for money basis? CIPCAT. Value
for money.
Will you be considering a further visit with Manor Adventure?es. we are
already booked.
Have you any further general comments which you feel would be useful to us?
There is a lack of a communal area for 'downtime'
Inside water fountain.
Where did you hear of Manor Adventure? We have been coming sunce it
What were the reasons for choosing Manor Adventure? W.e. have
continued to return year-on-year as we
always enjoy ourselves.
Which centre did you visit last year? hockerbce
What other visits does your school organise? No other residentials
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:
Address: Address:
manor adventure

manor adventure

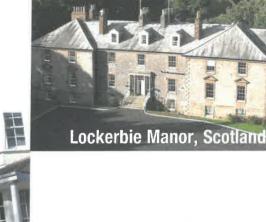
Head office: Culmington Manor, Craven Arms, Shropshire, SY7 9BY Telephone: 01584 861333 Fax: 01584 861367 www.manoradventure.com

manor adventure

COURSE REPORT FORM

For





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



Have you considered our French Centres

Le Château de Warsy & Le Château du Broutel

