

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: 14/06 - 16/06
NAME OF ACCOMMODATION: POD VILLAGE

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

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? YES

How professional was the Presentation Evening? VERY

How did you rate our pre-visit administration? 2

Customer Services (Bookings, payments, support)? 2

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

Preview visit to the centre? 1

SECTION 2: Arrivals

General Welcome: A BIT RUSHED AS WE WERE 30 MINS LATE Fire Drill: 1

Room Allocation: 1 Introductory Talk: 2

SECTION 3: Centre Facilities

Pupil Accommodation 2 Teacher Accommodation: 2

Washing & Toilet Facilities: 3 Cleanliness / Hygiene: 2

The Grounds: 2

Were there any accommodation problems? FLOW OF TAPS TOO STRONG IN TOILET BLOCK - KEPT FLOODING

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

Standard of Furnishing? 2

SECTION 4: Catering / Meals

Were the meals of an adequate standard? MEALS WERE LOVELY

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? /

Any other comments? FRESH JUICE AT BREAKFAST WOULD BE NICE

SECTION 5: Centre Staff & Outdoor Pursuits

Did the Head of Centre / Chief Instructor make themselves known to you during your visit? YES

How do you rate the Centre Staff / Instructors?

Helpful: 1 Professional: 1

Were the Instructors motivating / clear / enthusiastic? YES

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? AEROBALL RAFT

Are there any new outdoor pursuits you would like Manor Adventure to offer? 3G SWING

Do you have any suggestions on how we could improve our product or outdoor pursuits? WE WERE DISAPPOINTED THAT WE DIDNT GET THE ZIPWIRE OR HIGH ROPES OR PADDLEBOARDING

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? ACTIVITIES, FOOD + ACCOMODATION

Which aspect of your stay was least enjoyed? THE HEAT! ORDERING FROM THE 'SHOP' AN ACTUAL SHOP/HATCH WOULD BE BETTER OR PRE ORDERING BEFORE ARRIVAL

How do you rate the overall product on a value for money basis? IT WAS EXPENSIVE. WE WOULD LIKE TO REBOOK FOR AN EARLIER DATE TO SAVE ££

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 KIDS REALLY STRUGGLED IN THE HEAT MORE WATER BREAKS DURING ACTIVITIES WOULD BE GOOD.

Where did you hear of Manor Adventure? WORD OF MOUTH

What were the reasons for choosing Manor Adventure? WE WERE DISAPPOINTED WITH OUR PREVIOUS OUTDOOR CENTRE SO WANTED TO TRY A NEW CENTRE

Which centre did you visit last year? KINGSWOOD - DUKESHOUSE WOOD

What other visits does your school organise?

* NEED A ~~FRIDGE~~ FRIDGE IN TEACHERS ROOM IN MANOR.

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

COURSE REPORT FORM

for

Culmington Manor, Shropshire

Lockerbie Manor, Scotland

Abernant Lake Hotel, Wales

Willersley Castle, Peak District

Norfolk Lakes, Norwich

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 du Broutel



Le Château de Warsy

