

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: LOCKEBIE MANOR DATES: MON 12th - WEDS 14th JUNE
NAME OF ACCOMMODATION: PODS

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?
To be able to click on PODS + SEE INSIDE

If you had a visit from one of our School Journey Advisors: WE WERE NEVER OFFERED THAT
Did he provide a fair description of our centre and product? N/A

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: 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: ABSOLUTELY EXCELLENT

Were there any accommodation problems? NO

ALTHOUGH DOORS LOCKED + NO KEY AVAILABLE INITIALLY

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

EXCELLENT

Standard of Furnishing? 1

EXCELLENT

SECTION 4: Catering / Meals

Were the meals of an adequate standard? EXCELLEN. 1

Was there enough to eat? 1 DEFINATELY

Was the food served promptly? 1 EXCELLENT

Were all dietary requirements catered for? 1 EXCELLENT

How do you rate the packed lunches? N/A

Any other comments?

THE KITCHEN STAFF WERE REALLY FRIENDLY + HELPFUL
THANK YOU SO MUCH!

SECTION 5: Centre Staff & Outdoor Pursuits

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

How do you rate the Centre Staff / Instructors?

Helpful: YES Professional: YES

Were the Instructors motivating / clear / enthusiastic?
MOST OF THE TIME YES

How do you rate the outdoor pursuits?
AGE LEVEL APPROPRIATE, GREAT VARIETY

How do you rate the outdoor pursuit equipment?
EXCELLENT + WELL LOOKED AFTER

What were your pupil's favourite outdoor pursuits?
RAFT BUILDING / TEAM GAME / CLIMBING + ABSEILING / ARCHERY

Are there any new outdoor pursuits you would like Manor Adventure to offer?
MOUNTAIN BIKING, ZORBING

Do you have any suggestions on how we could improve our product or outdoor pursuits?
THE INSTRUCTORS WERE GREAT, BUT SPECIAL MENTION TO

"GINASHER" FOR MAKING HIS ACTIVITIES FUN AND ENGAGING

ONE QUESTION: WHY WAS ON GROUP KEPT ON A SAFETY ROPE FOR
RAFT BUILDING? THIS GROUP WAS QUITE RESTRICTED ON WHAT
THEY COULD DO

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? ACCOMMODATION, BREAKS BETWEEN ACTIVITIES WERE PERFECT, VERY RELAXED

Which aspect of your stay was least enjoyed? CONSTANT VEHICLES (VANS) SPEEDING AROUND THE SITE.

How do you rate the overall product on a value for money basis? GOOD VALUE FOR MONEY

Will you be considering a further visit with Manor Adventure? DEFINITELY

Have you any further general comments which you feel would be useful to us?
RESTRICT VEHICLE ACCESS DURING DAY
HIGH ROPES TO BE OFFERED FOR 3 DAY COURSE.

Where did you hear of Manor Adventure? WEBSITE SEARCH

What were the reasons for choosing Manor Adventure? DISTANCE FROM SCHOOL PCPS
VARIETY OF ACTIVITIES

Which centre did you visit last year? N/A

What other visits does your school organise? SKI TRIPS
ANNUAL 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? N/A

Name: Name:

Address: Address:

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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

