

We constantly strive to improve our high standards. Your comments are very important to us and will be assessed by our management team.

SCHOOL: Locke PARTY LEADER: A
CENTRE: Locke DATES: 12th - 14th June
NAME OF ACCOMMODATION: Locke Manor

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? 2

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

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

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? NA

SECTION 2: Arrivals

General Welcome: 2 Fire Drill: 2

Room Allocation: 2 Introductory Talk: 2

SECTION 3: Centre Facilities

Pupil Accommodation: 2 Teacher Accommodation: 1

Washing & Toilet Facilities: 2 Cleanliness / Hygiene: 2

The Grounds: 1

Were there any accommodation problems? None

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

Standard of Furnishing? Good - some of the blinds in the teacher

rooms were tricky to close or had bits missing, but this wasn't

a major problem

SECTION 4: Catering / Meals

Were the meals of an adequate standard? 2

Was there enough to eat? 2

Was the food served promptly? 2

Were all dietary requirements catered for? 1

How do you rate the packed lunches? N/A

Any other comments? Catering staff were really friendly &

helpful, all allergies catered for.

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 very positive &

motivating. It really made a difference when instructors introduced them-

How do you rate the outdoor pursuits? 2

How do you rate the outdoor pursuit equipment? 2

What were your pupil's favourite outdoor pursuits? Stand up paddle, kayaking,

canoeing.

Are there any new outdoor pursuits you would like Manor Adventure to offer? None

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

Thank you to all the staff & instructors. Particular

shout out to Lewis, Amy & Scott. Tommy Scott really helped

one of our pupils, Tim, he really took the time to figure out

what made him tick & turned a tricky situation around.

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *Paddle boarding, outdoor BBQ*

Canoeing & Kayaking.

Which aspect of your stay was least enjoyed? *The disco was a bit tricky for the kids*

who didn't want to be inside, it might be good to have an alternative game on the field.

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

money.

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?

Where did you hear of Manor Adventure? *Email*

What were the reasons for choosing Manor Adventure? *Close to school, lovely*

centre & surroundings. Good selection of activities.

Which centre did you visit last year? *Lockerbie*

What other visits does your school organise? *Skating, Lendon, Newlands,*

Arran.

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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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

