

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: Lockeblie Manor ..... DATES: 19th - 21st June 2023 .....  
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

How could we improve our website, www.manoradventure.com? 3 - not all links work on all devices (accommodation link) .....

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

Did he provide a fair description of our centre and product? 2 .....

How professional was the Presentation Evening? 2 .....

How did you rate our pre-visit administration? 1 .....

Customer Services (Bookings, payments, support)? 1 .....

Operations (Rooming, outdoor pursuit programmes, support)? 1 .....

Preview visit to the centre? ✓ .....

### SECTION 2: Arrivals

General Welcome: 1 ..... Fire Drill: 2 .....

Room Allocation: 2 ..... Introductory Talk: 2 .....

### SECTION 3: Centre Facilities

Pupil Accommodation: 1 ..... Teacher Accommodation: 1 .....

Washing & Toilet Facilities: 1 ..... Cleanliness / Hygiene: 1 .....

The Grounds: 1 .....

Were there any accommodation problems? ✓ .....

.....

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

.....

Standard of Furnishing? 3 - some complaints of uncomfortable beds in .....

teacher accommodation .....

### SECTION 4: Catering / Meals

Were the meals of an adequate standard? 2 .....

.....

Was there enough to eat? 1 .....

.....

Was the food served promptly? 1 .....

.....

Were all dietary requirements catered for? 1 .....

.....

How do you rate the packed lunches? N/A .....

.....

Any other comments? .....

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### 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: 3 - some instructors were in a .....

Were the Instructors motivating / clear / enthusiastic? 2 ..... disagreement for an activity which meant the activity started late. .....

.....

How do you rate the outdoor pursuits? 1 .....

.....

How do you rate the outdoor pursuit equipment? 1 .....

.....

What were your pupil's favourite outdoor pursuits? paddleboards / climbing .....

.....

Are there any new outdoor pursuits you would like Manor Adventure to offer? ✓ .....

.....

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

✓ .....

.....

.....

.....

**SECTION 6: Overall Assessment**

Which aspect of your stay was most enjoyed? *Staff were very friendly and accommodating - cutting up cakes, finding footballs etc.*

Which aspect of your stay was least enjoyed? *\_\_\_\_\_*

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

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?

*Wifi is very poor. Schools rely on internet signal to communicate with parents. This was very challenging as we were forced to use our mobile phones, not school-issued iPads.*

Where did you hear of Manor Adventure? *Word of Mouth*

What were the reasons for choosing Manor Adventure? *Variety of activities, location and staff.*

Which centre did you visit last year? *Kingswood*

What other visits does your school organise? *\_\_\_\_\_*

**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

