

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: LOCKERBE MANOR DATES: 27th Feb → 3rd March
NAME OF ACCOMMODATION: 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

Did you find the brochure accurate and informative? YES

How could we improve our website, www.manoradventure.com?
N/A

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? WAS VERY INFORMATIVE ①

How did you rate our pre-visit administration?

Customer Services (Bookings, payments, support)? EVERYONE WAS VERY HELPFUL ①

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

Preview visit to the centre? N/A

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: 1 Catering: 1

Were there any accommodation problems? NONE, BUT WE HADN'T REALISED THE CHILDREN NEEDED TO BRING A SLEEP

Standard of cleanliness / tidiness? (teacher & pupil) CLEANLINESS WAS SPOT ON

Standard of Furnishing? POSSIBLY COULD DO WITH SOME UPDATES

SECTION 4: Meals

Were the meals of an adequate standard? 1 - VERY CHILD FRIENDLY

Was there enough to eat? 1 - PORTIONS WERE FAB

Was the food served promptly? 1 - THE WHOLE PROCESS WAS VERY SUCK

Were all dietary requirements catered for? 1 - YES, WE HAD TWO CHILDREN WITH NUT ALLERGIES AND FELT VERY REASSURED

How do you rate the packed lunches? N/A

Any other comments? CATERING STAFF WERE VERY FRIENDLY AND ACCOMMODATED OUR FUSSY EATERS

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: 1 Professional: 1

Which Instructors were motivating / clear / enthusiastic?

~~BEN~~ ALL OF THE INSTRUCTORS WERE EXCELLENT, BEN (ON EVENING WALK) WAS EXCELLENT AT ENDSING THE PUPILS

How do you rate the outdoor pursuits? 1 - A SUPER VARIETY OF ACTIVITIES OFFERED TO SUIT ALL ABILITIES

How do you rate the outdoor pursuit equipment? EQUIPMENT WAS EXCELLENT ESPECIALLY THE HISH ROPES

What were your pupil's favourite outdoor pursuits? HISH ROPES, BUND TRAIL, ZIP WIRE, PADDLE BOARDING, OBSTACLE COURSE AND EVENING WALK

Are there any new outdoor pursuits you would like Manor Adventure to offer? NO AS THERE IS SO MUCH TO CHOOSE FROM

Do you have any suggestions on how we could improve our product or outdoor pursuits? POSSIBLY HAVE BETTER CLOTHING FOR WATER SPORTS AS EVEN WITH 4 LAYERS THE CHILDREN WERE FREEZING

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed?

The activities

Which aspect of your stay was least enjoyed? *More rifles as there was a lot of*

waiting around - team games wasn't great - the

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

Value for money was good as we were here in February but wouldn't
pay for the May/June price

Will you be considering a further visit with Manor Adventure? *Yes however the*

summer price increase would put us off

Have you any further general comments which you feel would be useful to us?

All of our children have had an excellent week and have
made amazing memories

Where did you hear of Manor Adventure? *H.T. visited with previous school*

What were the reasons for choosing Manor Adventure? *We wanted our children*

to have a full residential experience with outdoor activities

Which centre did you visit last year? */*

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:

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



Culmington Manor, England



Abernant Lake Hotel, Wales



Lockerbie Manor, Scotland

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



Le Château de Warsy, France

Have you considered our French Centres

Le Château de Warsy & Le Château du Broutel



Le Château du Broutel, France