

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 DATES: 20th - 24th March  
NAME OF ACCOMMODATION: POD VILLAGE (2)

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? ..... (2)

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? ..... N/A

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

How did you rate our pre-visit administration?  
Customer Services (Bookings, payments, support)? ..... (2)  
Operations (Rooming, outdoor pursuit programmes, support)? ..... (2)  
Preview visit to the centre? ..... N/A

**SECTION 2: Arrivals**

General Welcome: ..... (2) Fire Drill: ..... (2)

Room Allocation: ..... (2) Introductory Talk: ..... (3)

**SECTION 3: Centre Facilities:**

Pupil Accommodation: ..... (3) Teacher Accommodation: ..... (3)

Washing & Toilet Facilities: ..... (4) Cleanliness / Hygiene: ..... (4)

The Grounds: ..... (2) Catering: ..... (2)

Were there any accommodation problems? Drying room didn't work for 2 days <sup>C was repaired</sup> Sinks and Showers not draining

Standard of cleanliness / tidiness? (teacher & pupil) ..... (3)

Standard of Furnishing? ..... (4)

**SECTION 4: Meals**

Were the meals of an adequate standard? ..... (2) - Excellent food and v. accommodating with any requests

Was there enough to eat? ..... (2) YES

Was the food served promptly? .....

Depending on server - young man was brilliant  
Were all dietary requirements catered for? ..... YES

How do you rate the packed lunches? .....

N/A  
Any other comments? ..... Staff very friendly and helpful

**SECTION 5: Centre Staff & Outdoor Pursuits**

How do you rate the Centre Staff / Instructors?  
Helpful: ..... (1) Professional: ..... (2)

Which Instructors were motivating / clear / enthusiastic?  
..... YES - Always

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? ..... - Crate Stack / Archery and Zip Wire - Kayak and raft building

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

Do you have any suggestions on how we could improve our product or outdoor pursuits?  
..... Although not always possible there was a lot of standing around at some of the activities - possible time filler???

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *Activities / Food*

Which aspect of your stay was least enjoyed? *Timing*  
*12:20 finish 12:20 lunch - didn't work*

How do you rate the overall product on a value for money basis? *(2)*

Will you be considering a further visit with Manor Adventure? *(2) YES*

Have you any further general comments which you feel would be useful to us?  
*Again, timing was an issue, perhaps slightly more down time. It was v. difficult at times to get clear of an activity and then get to lunch / tea*

Where did you hear of Manor Adventure? *Word of mouth / previous visit*

What were the reasons for choosing Manor Adventure? *Previous visit*

Which centre did you visit last year? *N/A*

What other visits does your school organise? *N/A*

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, 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