

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: LOCKERSBIE DATES: 17th - 19th March
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

Did you find the brochure accurate and informative? Yes

How could we improve our website, www.manoradventure.com?
KIT LIST - Adapted for 3 days

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? N/A

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: Excellent Fire Drill: Excellent

Room Allocation: Excellent Introductory Talk: Excellent

SECTION 3: Centre Facilities:

Pupil Accommodation: 4 Teacher Accommodation: 2

Washing & Toilet Facilities: 3 Cleanliness / Hygiene: 3

The Grounds: 2 Catering: 2

Were there any accommodation problems? Broken bars / loose bars on top bunk beds. (B18) &

Standard of cleanliness / tidiness? (teacher & pupil) B18 - has mould/damp behind last bunk bed on left. B15 - toilet blocked.

Standard of Furnishing? Good.

SECTION 4: Meals

Were the meals of an adequate standard? Excellent

Was there enough to eat? Plenty!

Was the food served promptly? Yes.

Were all dietary requirements catered for? Yes - however must be

careful of cross contamination (steak bakes next to GF sweet and some chicken - pastry heat flushing into it).
How do you rate the packed lunches? N/A.

Any other comments?

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 - though some slow starts depending on activity - instructors not always prompt.

How do you rate the outdoor pursuits? Excellent

How do you rate the outdoor pursuit equipment? Good - children should all be able to have an overcoat on water sport activities. Keys not available for all children that didn't have spare coats.
What were your pupil's favourite outdoor pursuits? Aero ball / canoe / kayak / paddleboard.

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? *Water activities*

Which aspect of your stay was least enjoyed? *N/A*

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?

Where did you hear of Manor Adventure? *Previously used*

What were the reasons for choosing Manor Adventure? *Facilities and opportunities based on previous experiences*

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

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

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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