

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: LOCKREYBIE MANOR ..... DATES: 13/3/23 - 17/3/23  
NAME OF ACCOMMODATION: POD VILLAGE 1 .....

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? ..... Y

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)? ..... 1

Preview visit to the centre? ..... NA

### SECTION 2: Arrivals

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

Room Allocation: ..... 1 ..... Introductory Talk: ..... 1

### SECTION 3: Centre Facilities:

Pupil Accommodation: ..... 2 ..... Teacher Accommodation: ..... 2

Washing & Toilet Facilities: ..... 2 ..... Cleanliness / Hygiene: ..... 2

The Grounds: ..... 1 ..... Catering: ..... 1

Were there any accommodation problems? .....

Pod 8 = damaged metal 'auto-closer' on the pod - already informed.

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

..... 1

Standard of Furnishing? ..... 3 (squeaky bed if we were being

really funny) Pod 15s mattress could be better

### SECTION 4: Meals

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

Was there enough to eat? ..... Definitely

Was the food served promptly? ..... Absolutely

Were all dietary requirements catered for? ..... 100%

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: ..... 1

Which Instructors were motivating / clear / enthusiastic?

They were. We can't do the usual shout outs without the megaphones in the back of the folder.

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

How do you rate the outdoor pursuit equipment? ..... Loved the bikes, high ropes, and water activities. Fencing had limited swords.

What were your pupil's favourite outdoor pursuits? ..... SUP Kayaking

Cansing High Ropes. They haven't complained about any. IE and survival came up least frequently in favourites

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? *Split between the pods and many activities. Happy gang.*

Which aspect of your stay was least enjoyed? *Possibly some of the practical, survival/shelter activities. Could scenarios engage them? And, orienteering in the dark with missing posts wasn't ideal.*

How do you rate the overall product on a value for money basis? *1*

Will you be considering a further visit with Manor Adventure? *Y*

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

Where did you hear of Manor Adventure? *Colleague*

What were the reasons for choosing Manor Adventure? *Multitude of activities; minimal down time.*

Which centre did you visit last year? *Lockerbie*

What other visits does your school organise? *Chateau du Broutel Yr6  
Ingleborough Hall Yr 4 Malham Yr 3*

**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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# 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