

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: **13th - 17th March**
NAME OF ACCOMMODATION: **A1 - A15**

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?
Informative

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)? **GOOD**
Operations (Rooming, outdoor pursuit programmes, support)? **GOOD**
Preview visit to the centre? **VERY GOOD.**

SECTION 2: Arrivals

General Welcome: **GOOD** Fire Drill: **GOOD**
Room Allocation: **Excellent** Introductory Talk: **GOOD**

SECTION 3: Centre Facilities:

Pupil Accommodation: **very good** Teacher Accommodation: **very good**
Washing & Toilet Facilities: **very good** Cleanliness / Hygiene: **very good**
The Grounds: **very good** Catering: **excellent**

Were there any accommodation problems?
2 toilets quite smelly / blinds a little mouldy

Standard of cleanliness / tidiness? (teacher & pupil)
very good

Standard of Furnishing?
very good

SECTION 4: Meals

Were the meals of an adequate standard?
yes

Was there enough to eat?
yes

Was the food served promptly?
yes

Were all dietary requirements catered for?
yes

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: **yes** Professional: **yes**

Which Instructors were motivating / clear / enthusiastic?
More experienced staff are very good at motivating.

How do you rate the outdoor pursuits?
very good.

How do you rate the outdoor pursuit equipment?
All in great condition

What were your pupil's favourite outdoor pursuits?
high ropes / zip line / abseiling / fencing / archery / obstacle course / blind trail / biking

Are there any new outdoor pursuits you would like Manor Adventure to offer?
night walk / nature walk - wildlife + habitats / camp craft / survival - den building / use of tools / whittling

Do you have any suggestions on how we could improve our product or outdoor pursuits?
Kayak - waterproofs provided - not enough / some activities too long / assessing - maintain biking

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed?

food | activities | grounds

Which aspect of your stay was least enjoyed?

any activities slow to start

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

good value

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?

we have had a great week and most instructors are great but some of our pupils need enthusiasm. Better organisation | separation | dry ing room area. motivation

Where did you hear of Manor Adventure?

coming for years

What were the reasons for choosing Manor Adventure?

cluster | authority

Which centre did you visit last year?

Lockerbie

What other visits does your school organise?

WIFI is very poor and with phone signal not great it is essential for emergencies or contacting school.

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