

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 Manor DATES: 15-18th May
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? Yes

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

Have more about pod @ accommodation

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? N/A

How did you rate our pre-visit administration?

Customer Services (Bookings, payments, support)? 1

Operations (Rooming, outdoor pursuit programmes, support)? 2

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: 2 Teacher Accommodation: 2

Washing & Toilet Facilities: 2 Cleanliness / Hygiene: 1

The Grounds: 1 Catering:

Were there any accommodation problems? Lock on @ toilets jammed

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

Standard of Furnishing? V. Good

SECTION 4: Meals

Were the meals of an adequate standard? Yes although the carbonara was really pasta + sauce

Was there enough to eat? Yes

Was the food served promptly? Yes - very

Were all dietary requirements catered for? Yes - all

How do you rate the packed lunches? N/A

Any other comments? Breakfast was excellent thank you for not rushing mealtimes

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: Au 1 Professional: Au 1

Which Instructors were motivating / clear / enthusiastic?

Lewis Benjamin

How do you rate the outdoor pursuits? 1

How do you rate the outdoor pursuit equipment? 1

What were your pupil's favourite outdoor pursuits? Blind trail, abseiling, climbing

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

Gorge walk

Do you have any suggestions on how we could improve our product or outdoor pursuits?

We would have liked zip wire

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *The activities being so active.*

Which aspect of your stay was least enjoyed? *The survival - grp 4 - Tues - instructor turned up late.*

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 felt that the ch'n would have really liked zip wire or low ropes and neither were included.

Where did you hear of Manor Adventure? *Email*

What were the reasons for choosing Manor Adventure? *Been before*

Which centre did you visit last year? *N/A - Covid etc.*

What other visits does your school organise? *Excursions related to topics.*

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

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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