

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: LOCKERRIE MANOR ..... DATES: 26<sup>th</sup> - 29<sup>th</sup> Sept 2023 .....  
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

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

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)? 1

Operations (Rooming, outdoor pursuit programmes, support)? 1

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 ..... 1 ..... Teacher Accommodation: ..... 1

Washing & Toilet Facilities: ..... 1 ..... Cleanliness / Hygiene: ..... 1

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

Were there any accommodation problems? Electricity in two pods cutting out

Standard of cleanliness / tidiness? (teacher & pupil) 1

Standard of Furnishing? 1

### SECTION 4: Catering / Meals

Were the meals of an adequate standard? Yes - some kids asking for things like chicken nuggets

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? ~~.....~~ A bit more variation

### SECTION 5: Centre Staff & Outdoor Pursuits

Did the Head of Centre / Chief Instructor make themselves known to you during your visit?

Yes

How do you rate the Centre Staff / Instructors?

Helpful: Yes 1 ..... Professional: Yes 1

Were the Instructors motivating / clear / enthusiastic? Yes 1

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? Stand up paddle, high ropes, zip line, crate stacking

Are there any new outdoor pursuits you would like Manor Adventure to offer? No

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

No

**SECTION 6: Overall Assessment**

Which aspect of your stay was most enjoyed? *Watching children enjoy the activities*

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

How do you rate the overall product on a value for money basis? *Good value for money for kids.*

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?  
*N.A.*

Where did you hear of Manor Adventure? *Been coming for years.*

What were the reasons for choosing Manor Adventure?

Which centre did you visit last year?

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: *N.A.* Name: .....

Address: ..... Address: .....



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# manor adventure

## COURSE REPORT FORM

- for
- Culmington Manor, Shropshire
  - Lockerbie Manor, Scotland
  - Abernant Lake Hotel, Wales
  - Willersley Castle, Peak District
  - Norfolk Lakes, Norwich

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



*Have you considered our French Centres*



Le Château du Broutel



Le Château de Warsy

