

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: 18 - 21st Sept.
NAME OF ACCOMMODATION: POD 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 ?

If you had a visit from one of our School Journey Advisors:

Did he provide a fair description of our centre and product?

How professional was the Presentation Evening?

How did you rate our pre-visit administration?

Customer Services (Bookings, payments, support)?

Operations (Rooming, outdoor pursuit programmes, support)?

Preview visit to the centre?

SECTION 2: Arrivals

General Welcome: Great 1 Fire Drill: Well explained 1

Room Allocation: V. Good 2 Introductory Talk: V. Good 2

SECTION 3: Centre Facilities

Pupil Accommodation 2 Teacher Accommodation: 1

Washing & Toilet Facilities: Drains blocking but sorted for us Cleanliness / Hygiene: 1

The Grounds: Excellent

Were there any accommodation problems? lost electricity but maintenance sorted it for us.

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

Standard of Furnishing? Excellent

SECTION 4: Catering / Meals

Were the meals of an adequate standard? Good choice of food

Was there enough to eat? Yes

Was the food served promptly? Yes + quickly so student did not need to rush their meals

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

Did the Head of Centre / Chief Instructor make themselves known to you during your visit? No

How do you rate the Centre Staff / Instructors?

Helpful: Fantastic Professional: Really Good

Were the Instructors motivating / clear / enthusiastic? Always

How do you rate the outdoor pursuits? Excellent - challenged our students

How do you rate the outdoor pursuit equipment? Good

What were your pupil's favourite outdoor pursuits? Zip wire, Rifle Shooting

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? *The activities*

Which aspect of your stay was least enjoyed?

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

Will you be considering a further visit with Manor Adventure? *Yes - next year*

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

Where did you hear of Manor Adventure? *Website*

What were the reasons for choosing Manor Adventure? *Not too far away, reasonable price, good choice of activities*

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: 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

