

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: K
CENTRE: LOCKERBIE DATES: 19-22 SEPTEMBER 2023
NAME OF ACCOMMODATION: MANOR HOUSE - FIRST FLOOR

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: N/A

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? 1

Customer Services (Bookings, payments, support)?

Operations (Rooming, outdoor pursuit programmes, support)?

Preview visit to the centre?

SECTION 2: Arrivals

General Welcome: 1 Fire Drill: 1

Room Allocation: 1 Introductory Talk: 2 - ACCESS TO DRYING ROOM NOT CLEAR TO ALL GROUPS

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? NOTHING SIGNIFICANT

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

Standard of Furnishing? 1

SECTION 4: Catering / Meals

Were the meals of an adequate standard? OVERALL YES - VEGETARIAN HAS IMPROVED

Was there enough to eat? YES - HUGE PORTIONS FOR ADULTS, CHILDREN OFTEN WOULD HAVE EATEN MORE

Was the food served promptly? YES, VERY!

Were all dietary requirements catered for? YES

How do you rate the packed lunches? N/A

Any other comments? COMMENTS FROM A COUPLE OF VEGETARIAN CHILDREN THAT VEGGIE OPTIONS WERE TOO SPICY.

- IT WOULD BE NICE IF A SALAD BAR WAS AN OPTION FOR EVENING MEAL TOO.

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: 1 Professional: 1

Were the Instructors motivating / clear / enthusiastic? YES

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? HIGH ROPES, ABSEILING, PADDLEBOARD, KAYAK, CANOE

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? HIGH ROPES, WATER ACTIVITIES

Which aspect of your stay was least enjoyed? RIFLES

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

Will you be considering a further visit with Manor Adventure? YES - PRE-BOOKED FOR 2024

Have you any further general comments which you feel would be useful to us?
THANKS TO NASH, TOMMY, ADAM, HARRY, BEN, MORGAN AND
~~ALL~~ ALL INSTRUCTORS FOR SUPPORTING THE CHILDREN - BEN +
NASH ESPECIALLY SEEM TO HAVE A GREAT AWARENESS OF NEEDS

Where did you hear of Manor Adventure? PREVIOUS VISITORS

What were the reasons for choosing Manor Adventure? PREVIOUS VISITS,
PROXIMITY TO SCHOOL

Which centre did you visit last year? LOCKERBIE

What other visits does your school organise? LOCAL TO SCHOOL, NON-
RESIDENTIAL

Thanks again!

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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Head office: Culmington Manor, Craven Arms, Shropshire SY7 9BY
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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

