

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: 1  
CENTRE: Lockerbie ..... DATES: 3<sup>rd</sup> - 5<sup>th</sup> July 2023  
NAME OF ACCOMMODATION: POD village

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? Website was user friendly and the children enjoyed looking at it before coming.

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

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

How professional was the Presentation Evening? NA

How did you rate our pre-visit administration? Good

Customer Services (Bookings, payments, support)? Good

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

Preview visit to the centre? .....

### SECTION 2: Arrivals

General Welcome: Good    Fire Drill: Good

Room Allocation: Good    Introductory Talk: Good

### SECTION 3: Centre Facilities

Pupil Accommodation: Good    Teacher Accommodation: Good

Washing & Toilet Facilities: Good    Cleanliness / Hygiene: Good

The Grounds: .....

Were there any accommodation problems? No

Standard of cleanliness / tidiness? (teacher & pupil) Toilet facilities clean

camp grounds clean

Standard of Furnishing? Good. We didn't spend much time

in our pods.

### SECTION 4: Catering / 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

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: 2    Professional: 2

Were the Instructors motivating / clear / enthusiastic? Absolutely!

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? paddle boarding, raft building + archery

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? *outdoor 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*

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

Where did you hear of Manor Adventure? .....

What were the reasons for choosing Manor Adventure? .....

Which centre did you visit last year? *we do a rotation of city and outdoor residential*

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: .....



Head office: Culmington Manor, Craven Arms, Shropshire SY7 9BY  
Telephone: 01584 861333 Website: www.manoradventure.com

# 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

