

We constantly strive to improve our high standards. Your comments are very important to us and will be assessed by our management team.

SCHOOL: [REDACTED] PARTY LEADER: [REDACTED]

CENTRE: Lockerbie Manor DATES: 23rd - 26th April

NAME OF ACCOMMODATION: Manor House

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? 1

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?

How professional was the Presentation Evening? N/A

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: 1 Fire Drill: 1

Room Allocation: 2 Introductory Talk: 1

SECTION 3: Centre Facilities:

Pupil Accommodation: 2 Teacher Accommodation: 1

Washing & Toilet Facilities: 1 Cleanliness / Hygiene: 1

The Grounds: 1 Catering: 1

Were there any accommodation problems?
No

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

Standard of Furnishing? 2
Could have hooks for wet towels in pupil rooms.

SECTION 4: Meals

Were the meals of an adequate standard? 1
Kids all ate well!

Was there enough to eat? Yes - 1

Was the food served promptly? Yes - 1

Were all dietary requirements catered for? Yes - 1

How do you rate the packed lunches?
N/A

Any other comments?
Thanks to the catering staff!

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: 1 Professional: 1

Which Instructors were motivating / clear / enthusiastic?
Tom, Lewis, Joe, Chris, Montanna, Scott

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?
Zip wire, high ropes, abseiling

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?
Perhaps children could be given opportunities to have some safe free time as activities eg obstacle course

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed?

Overall stay was great - children kept busy!

Which aspect of your stay was least enjoyed?

N/A

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

1 - Excellent!

Will you be considering a further visit with Manor Adventure?

Yes - already planned for next year.

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

N/A

Where did you hear of Manor Adventure? *from H.T.*

What were the reasons for choosing Manor Adventure? *Have come for a few years in a row now. Children and staff enjoy and talk about it for a long time afterwards*

Which centre did you visit last year? *Lakeba Manor*

What other visits does your school organise?

Day trips

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

WIC 22 APR 19

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COURSE REPORT FORM

PLEASE COMPLETE AND RETURN
TO RECEPTION BY 10 AM
ON DEPARTURE DAY



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