

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *Teachers pods, food, peacefulness, instructor room with kids.*

Which aspect of your stay was least enjoyed? *Survival session!!!*

How do you rate the overall product on a value for money basis? *1*

Will you be considering a further visit with Manor Adventure? *Yes, already booked*

Have you any further general comments which you feel would be useful to us? *Having been here previously, I've noticed a few changes made which have a positive impact/impression on our stay - thank you.*

Where did you hear of Manor Adventure? *been before*

What were the reasons for choosing Manor Adventure? *Value for money, service, instructors, environment - superb!!*

Which centre did you visit last year? *Lockerbie*

What other visits does your school organise? *Lots!!*

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**

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WIC 1 APR 19

# manor adventure

## COURSE REPORT FORM

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



Culmington Manor, England



Lockerbie Manor, Scotland



Abernant Lake Hotel, Wales

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



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 DATES: 1/4/19 - 5/4/19  
NAME OF ACCOMMODATION: POD VILLAGE 1

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? (2)

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

More details of activities

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?

Customer Services (Bookings, payments, support)? 1

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

Preview visit to the centre? NA

### SECTION 2: Arrivals

General Welcome: 2 Fire Drill: 2

Room Allocation: 1 Introductory Talk: 2

### SECTION 3: Centre Facilities:

Pupil Accommodation: 1 Teacher Accommodation: 1

Washing & Toilet Facilities: 1 Cleanliness / Hygiene: 2

The Grounds: 1 Catering: 1

Were there any accommodation problems? Should have had cold showers +

broken decking - sorted very quickly - thank you.

Standard of cleanliness / tidiness? (teacher & pupil) Should there be a

bin in the pupil female toilet?

Standard of Furnishing? (1) High standard as usual

### SECTION 4: Meals

Were the meals of an adequate standard? Well above adequate!!

Everyone very happy. Supers!

Was there enough to eat? Yes!

Was the food served promptly? Yes! Supers!

Were all dietary requirements catered for? Yes! Supers!

How do you rate the packed lunches? N/A

Any other comments? Good selection and a high

quality - all happy.

quality - all happy.

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: 1 Professional: 2

Which Instructors were motivating / clear / enthusiastic?

Chris, Joe, Jess, Connor,

How do you rate the outdoor pursuits? 2

How do you rate the outdoor pursuit equipment? 2

What were your pupil's favourite outdoor pursuits? Blind trail, zip,

abseiling, rifles,

Are there any new outdoor pursuits you would like Manor Adventure to offer? occasional different indoor sessions - table tennis

Big Swing (ref: PGL Wimmaleigh), a dry/clean obstacle

course,

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

Pace of sessions (for some instructors), more instructors for

certain aspects of sessions - i.e. putting harness on/off