

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: 3/5/19 - 5/5/19

NAME OF ACCOMMODATION: .....

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? YES

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)? EXCELLENT! (1)

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

Preview visit to the centre? N/A

**SECTION 2: Arrivals**

General Welcome: 1 Fire Drill: 1

Room Allocation: 1 Introductory Talk: 1

**SECTION 3: Centre Facilities:**

Pupil Accommodation: 1 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) 1

Standard of Furnishing? 1

**SECTION 4: 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 - AND ALL CARDS

CHECKED BY CATERING STAFF

How do you rate the packed lunches? N/A

Any other comments? THE CHILDREN LOVE MEALS AT M.A - ALWAYS HAVING "SECONDS"!

**SECTION 5: Centre Staff & Outdoor Pursuits**

How do you rate the Centre Staff / Instructors?

Helpful: 1 Professional: 1

Which Instructors were motivating / clear / enthusiastic? -

ALL - EXCELLENT RAPPORT + BEHAVIOUR

MANAGEMENT WITH CHILDREN. (CAT/CONNOR/WEDGIE MAN/

ARROW MAN CALUM??) ADAM/ TOM/STEPHEN/SCOTT + JAMES

How do you rate the outdoor pursuits? 2

How do you rate the outdoor pursuit equipment? 1

What were your pupil's favourite outdoor pursuits? ZIP - ARCHERY -

RIFLES. - 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? .....

+ Montana! (11)

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *SEEING CHILDREN CHALLENGE THEMSELVES + ACHIEVE THE UNEXPECTED!*

Which aspect of your stay was least enjoyed? *OVER EXCITED CHILDREN AWAKE AT 5AM WANTING TO START ACTIVITIES!*

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*

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

*EXCELLENT SENIOR MANAGEMENT - SARAH CRAIG + SENIOR INSTRUCTORS (NAT, THOM, CHRIS + ADAM)* 😊

Where did you hear of Manor Adventure? *1*

What were the reasons for choosing Manor Adventure? *STANDARDS + STAFF/INSTRUCTORS - ATMOSPHERE.*

Which centre did you visit last year? *LOCKERBIE*

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: .....

**manor adventure**

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WIC 29 APR 19

# manor adventure

## 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