

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: *23.4 - 26.4*

NAME OF ACCOMMODATION: *The Manor*

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?

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?

Customer Services (Bookings, payments, support)? *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: *3* Teacher Accommodation: *2*

Washing & Toilet Facilities: *2* Cleanliness / Hygiene: *3*

The Grounds: *2* Catering: *2*

Were there any accommodation problems? *NO*

Standard of cleanliness / tidiness? (teacher & pupil) *2*

Standard of Furnishing? *2*

SECTION 4: Meals

Were the meals of an adequate standard? *Yes - very good*

Was there enough to eat? *Yes - fantastic*

Was the food served promptly? *Yes*

Were all dietary requirements catered for? *Yes. A gluten intolerant child was very well catered for.*

How do you rate the packed lunches? *N/A*

Any other comments? *All kitchen staff are friendly and very helpful. Their efforts are much appreciated.*

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: *1* Professional: *1*

Which Instructors were motivating / clear / enthusiastic?

Chris is outstanding. Joe is great fun. Cat + Nat were very supportive + friendly. * Matt was superb with the kids. Great fun.

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? *sup + high ropes, obstacle*

Are there any new outdoor pursuits you would like Manor Adventure to offer?

Campfire + BBQ

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

More staff on abseiling, climbing wall + high ropes to reduce waiting time for children.

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *The whole experience was enjoyed.*

Which aspect of your stay was least enjoyed? *N/A*

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?
Compared to previous years some instructors were not as much fun.

Where did you hear of Manor Adventure? *Have been coming for 4 years.*

What were the reasons for choosing Manor Adventure?
Great previous experience - activities, location, meals

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

What other visits does your school organise? *None*

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? *NO*

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

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