

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: LOCKERSIE MANOR DATES: 25/2 - 28/3
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? DON'T VIEW
How could we improve our website, www.manoradventure.com? BROCHURE

If you had a visit from one of our School Journey Advisors: COMPLETED BY SMT.

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)?

Operations (Rooming, outdoor pursuit programmes, support)?

Preview visit to the centre?

SECTION 2: Arrivals

General Welcome: EXCELLENT 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: 2

Were there any accommodation problems? NO

Standard of cleanliness / tidiness? (teacher & pupil) VERY GOOD

Standard of Furnishing? VERY GOOD

SECTION 4: Meals

Were the meals of an adequate standard? YES

NO DESSERT ALTERNATIVES FOR CHILDREN WITH ALLERGIES.

Was there enough to eat? IF LAST, SALAD BAR + PUDDINGS SHOULD BE REPLENISHED.

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? NONE. PLEASE FUTURE ENOUGH DESSERTS PROVIDED - CHILDREN SHOULD ONLY BE ALLOWED ONE DESSERTS.

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 CAT CRAIG SAM ADAM LENIS STEPHEN

How do you rate the outdoor pursuits? VERY GOOD

How do you rate the outdoor pursuit equipment? EXCELLENT

What were your pupil's favourite outdoor pursuits? CRATE STACKING, OBSTACLE COURSE, BLIND TRAIL, ZIPWIRE

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?

✓ ALL VERY WELL DONE

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? ACTIVITIES.

Which aspect of your stay was least enjoyed? CREEKY BEDS - BUNK BEDS.

How do you rate the overall product on a value for money basis? VERY GOOD
LOTS OF EXPERIENCED INSTRUCTORS.

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? ACTIVITIES AVAILABLE
PROXIMITY OF CENTRE TO SCHOOL. EVERYTHING
ON SITE

Which centre did you visit last year? SAME

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

Head office: Culmington Manor, Craven Arms, Shropshire, SY7 9BY
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W/C 25 FEB 2019

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