

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: LOCKERHE MANOR DATES: 06-08/19

NAME OF ACCOMMODATION: PI 2

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?

If you had a visit from one of our School Journey Advisors: No

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)? 2

Operations (Rooming, outdoor pursuit programmes, support)? 2

Preview visit to the centre? N/A

SECTION 2: Arrivals

General Welcome: 2 Fire Drill: 2

Room Allocation: 2 Introductory Talk: 2

SECTION 3: Centre Facilities:

Pupil Accommodation: 2 Teacher Accommodation: 1

Washing & Toilet Facilities: 1 Cleanliness / Hygiene: 2

The Grounds: 1 Catering: 1

Were there any accommodation problems? No. Showers after many activities. could shower time be staggered?

Standard of cleanliness / tidiness? (teacher & pupil) All clean, smelling fresh

Standard of Furnishing? Satisf. Perhaps some name tags on the door so pupils + staff can see who should be in which part of pupils

SECTION 4: Meals

Were the meals of an adequate standard? Outstanding

Was there enough to eat? Definitely. Vegan option was the same for both dinners. No sugar milk for cereal.

Was the food served promptly? Yes

Were all dietary requirements catered for? Yes - very flexible & supportive

How do you rate the packed lunches? N/A

Any other comments? Breakfast 8/10/19. Staff very helpful & accommodating

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?
Helpful: 1 Professional: 1

Which Instructors were motivating / clear / enthusiastic?
Stephen, "Captain Toothless", Natalia.

How do you rate the outdoor pursuits? The majority very fun and engaging. Canoe craft isn't very suitable for the winter month - too much sitting doing nothing.

How do you rate the outdoor pursuit equipment? Excellent. It's a shame in canoe craft groups only got up a few up top & not a "real" tent.

What were your pupil's favourite outdoor pursuits? Obstacle course, rifle shooting, Mountain bikes, 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?

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *Getting to play and let loose! Being best bean and level of independence*

Which aspect of your stay was least enjoyed? *The rain*

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

Will you be considering a further visit with Manor Adventure? *Yes - Next year*

Have you any further general comments which you feel would be useful to us?
Tuck shop put too much pressure on tuckers, I don't want to take individual orders, great thing, and place order and then distribute items. The shop was made internally

Where did you hear of Manor Adventure? *Previous trip Feb 2018*

What were the reasons for choosing Manor Adventure? *Excellent experience served last year*

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

What other visits does your school organise? *Paris (PGL)*

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 4 FEB 2019

manor adventure

COURSE REPORT FORM

For



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