

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: LOKESBORO MANOR DATES: 10-12<sup>th</sup> JULY

NAME OF ACCOMMODATION: POD VILLAGE

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?  
Make the latest Pdf list available

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)? 1

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

Preview visit to the centre? ✓

**SECTION 2: Arrivals**

General Welcome: 2 Fire Drill: 2

Room Allocation: 2 Introductory Talk: 2

**SECTION 3: Centre Facilities:**

Pupil Accommodation: 2 Teacher Accommodation: 2

Washing & Toilet Facilities: 2 Cleanliness / Hygiene: 2

The Grounds: 1 Catering: 1

Were there any accommodation problems? Blank in the side windows?  
Benches outside the pods were great

Standard of cleanliness / tidiness? (teacher & pupil) 1

Standard of Furnishing? 2

**SECTION 4: Meals**

Were the meals of an adequate standard? 1

Was there enough to eat? 1

Was the food served promptly? 1

Were all dietary requirements catered for? 1

How do you rate the packed lunches? N/A

Any other comments? .....

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

How do you rate the Centre Staff / Instructors?

Helpful: 1 Professional: 2

Which Instructors were motivating / clear / enthusiastic?

All were excellent. Calum needed to be careful with bows but was excellent with outside club. Joe was excellent at motivating our children on to the lake. Seth was responsive to each one for

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? Canoeing / Rafting.  
M. Bakers, who they used to the water behind survived.

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

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

NIC 8 JULY 2019



# manor adventure

## COURSE REPORT FORM

### SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *The pools*

Which aspect of your stay was least enjoyed? *Noisy neighbours*

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

Will you be considering a further visit with Manor Adventure? *1*

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

*We always love it here and have already booked us for October*

Where did you hear of Manor Adventure? *At the school*

What were the reasons for choosing Manor Adventure?

*Pools + Leeds led adventure + 'abroad'*

Which centre did you visit last year? *Lockerbie*

What other visits does your school organise? *Yr 3 - St Anne's*

*Yr 4 Widemore Yr 5 Northumberland*

### 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: .....



Head office: Culmington Manor, Craven Arms, Shropshire, SY7 9BY  
Telephone: 01584 861333 Fax: 01584 861367 www.manoradventure.com

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