

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: 3.7.19 - 5.7.19

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? .....

How could we improve our website, www.manoradventure.com?  
Never seen it.

If you had a visit from one of our School Journey Advisors:

Did he provide a fair description of our centre and product? N/A

How professional was the Presentation Evening? N/A

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? 1

### SECTION 2: Arrivals

General Welcome: 2 Fire Drill: 1

Room Allocation: 1 Introductory Talk: 2 for me  
3 for kids

### SECTION 3: Centre Facilities:

Pupil Accommodation: 1 Teacher Accommodation: 1

Washing & Toilet Facilities: 1 Cleanliness / Hygiene: 2

The Grounds: 1 Catering: 1

Were there any accommodation problems? None

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

Standard of Furnishing? 1

### 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? Catering staff were excellent  
and accommodating

### SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: 2 Professional: 2

Which Instructors were motivating / clear / enthusiastic?

Montana, Jordan, Thom

How do you rate the outdoor pursuits? 2

How do you rate the outdoor pursuit equipment? 3 - The equipments  
were great except the bikes some of which were  
dangerous and unsafe. Pupil couldn't actually brake

What were your pupil's favourite outdoor pursuits?

Zipwire, obstacle course, abseiling

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

3A Swing, quad bikes

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

WIC 1 JULY 2019



# manor adventure

## COURSE REPORT FORM

### SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *Staff - meals*

*pupils - range of activities*

Which aspect of your stay was least enjoyed? *The rush on*

*arrival and lack of time to organise children before 1st session started.*

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?

*Tuck shop was a big unexpected shock to try and organise on 1st night. It did work but would be better to have terms before trip to prebook and collect money.*

Where did you hear of Manor Adventure? *word of mouth*

What were the reasons for choosing Manor Adventure?

*Pre visit tour was excellent. Great grounds, food and accommodation*

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

What other visits does your school organise? *French trip, Amsterdam trip, Skiing trip*

### 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  
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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