

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 DATES: 29-07-2019 - 02-08-2019

NAME OF ACCOMMODATION: POD VILLAGE 1

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?

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)?

Operations (Rooming, outdoor pursuit programmes, support)?

Preview visit to the centre?

SECTION 2: Arrivals

General Welcome: 1 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: 1

Were there any accommodation problems? NO

Standard of cleanliness / tidiness? (teacher & pupil) Everything was

spotless in the teacher area, in the pupil toilets/showers the floor

Standard of Furnishing? The teacher pods were very well furnished with good storage.

could be mopped

SECTION 4: Meals

Were the meals of an adequate standard? Yes, very good provision for dietary requirements and the quantity was perfect

Was there enough to eat? Yes, seconds were made available which was appreciated by everyone.

Was the food served promptly? YES

Were all dietary requirements catered for? Yes; gluten free, vegetarian.

How do you rate the packed lunches? N/A

Any other comments? Very good! No one left hungry!

NB: All of the team + Staff at Lockerbie Manor are a true credit - they make it a special experience, caring everyone -

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors? + took on challenges + new experiences! 100% fab.

Helpful: 1 Professional: 1

Which Instructors were motivating / clear / enthusiastic? Joe, Connor, Matt, Montana, Scott x2, Adam x2, Stephen, Natalie, Gillian, Tom (everyone!) Thank you July

How do you rate the outdoor pursuits? Wide range, something for everyone.

How do you rate the outdoor pursuit equipment? Very good, well maintained, safe.

What were your pupil's favourite outdoor pursuits? Kayaking, canoeing, paddle boarding, crate stack, Zipwire, etc

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

Jacob's ladder

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

Would be nice to extend the disco

N/A

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *paddleboarding, food*

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

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

Will you be considering a further visit with Manor Adventure? *N/A*

Have you any further general comments which you feel would be useful to us?
To please clean showers after pupils do wet activities

Where did you hear of Manor Adventure? *Flying Futures*

What were the reasons for choosing Manor Adventure? *" " phase 1*

Which centre did you visit last year? *N/A*

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: [Redacted] Name:

Address: [Redacted] Address:

manor adventure

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

WIC 29 July 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