

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: 28<sup>th</sup> - 30<sup>th</sup> June

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? 1

How could we improve our website, www.manoradventure.com?  
VIDEO OF ACTIVITIES TO SHOW CHILDREN

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)? 1  
Operations (Rooming, outdoor pursuit programmes, support)? 1  
Preview visit to the centre? N/A

**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? DRYING ROOM

Standard of cleanliness / tidiness? (teacher & pupil)  
WASNT VERY EFFECTIVE - COULD THE TEACHER  
LOUNGE IN PV FACE THE PODS SO WE CAN  
SEE THE CHILDREN FROM IN THERE  
EXCELLENT

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? N/A

How do you rate the packed lunches? N/A

Any other comments? CATERING STAFF WENT ABOVE AND  
BEYOND FOR US. FOUND CANDLES TO PUT ON B'DAY  
CAKE.

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

How do you rate the Centre Staff / Instructors?  
Helpful: 1 Professional: 2

Which Instructors were motivating / clear / enthusiastic?  
MONTANA, SCOTT, JORDAN, CALLUM, MATT

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? PADDLE BOARDING  
CRATE STACKING

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? ALL OF IT

Which aspect of your stay was least enjoyed? MIDDLES

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

REALLY GOOD - 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?

GIVE INSTRUCTORS A BIT MORE FREE TIME. THEY ARE BRILLIANT BUT LOOK EXHAUSTED FROM VERY LONG DAYS

Where did you hear of Manor Adventure? PREVIOUS VISIT

What were the reasons for choosing Manor Adventure? .....

QUALITY OF INSTRUCTORS, POD VILLAGE NOT AS BUSY

Which centre did you visit last year? HERE

What other visits does your school organise? Y2/4 Residential -

1 night - local to school

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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WIC 24 JUNE 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