

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: 12.06 - 14.06 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? NA

How could we improve our website, www.manoradventure.com?  
NA

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 - 1.

General Welcome: ✓ Fire Drill: ✓

Room Allocation: ✓ Introductory Talk:

### SECTION 3: Centre Facilities:

Pupil Accommodation: 3 Teacher Accommodation: 2

Washing & Toilet Facilities: 2 Cleanliness / Hygiene: 2

The Grounds: 2 Catering: 2

Were there any accommodation problems? BOY / GIRL ALLOCATION NOT

QUITE RIGHT

Standard of cleanliness / tidiness? (teacher & pupil)

PUPILS ROOM DUSTY / SOME LITTER (INCLUDING SANITARY)

Standard of Furnishing? GOOD

### SECTION 4: Meals

Were the meals of an adequate standard? YES

Was there enough to eat? YES

Was the food served promptly? YES

Were all dietary requirements catered for? YES

How do you rate the packed lunches? NA

Any other comments? WOULD LIKE TO SEE SOME LOCAL PRODUCE!

### SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: Professional:

Which Instructors were motivating / clear / enthusiastic?

CAT (BUBBLT) (FRIENDLY)

CALVIN (FUN AND FAIR)

How do you rate the outdoor pursuits? GOOD

How do you rate the outdoor pursuit equipment? EXCELLENT - BUT SOME

NEEDS REPLACING - IT WAS 2005!

What were your pupil's favourite outdoor pursuits? WATER SPORTS / ZIP WIRE

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?

INCLUDE HIGH ROPES IN OVERALL PRICE

**SECTION 6: Overall Assessment**

Which aspect of your stay was most enjoyed? WATER SPORT

Which aspect of your stay was least enjoyed? MANOR OLYMPICS

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

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?

Where did you hear of Manor Adventure?

What were the reasons for choosing Manor Adventure? SMALLER SITES

LEVEL OF PROFESSIONALLY RUN COMPANY

GOOD

Which centre did you visit last year? SHROPSHIRE

What other visits does your school organise? WASY / BROUDEL

**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**

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WIC 10 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