

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: Fri 7th June - Mon - 10th June

NAME OF ACCOMMODATION: Lockerbie

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?
Videos on site are good!

If you had a visit from one of our School Journey Advisors:
Did he provide a fair description of our centre and product? NA

How professional was the Presentation Evening? NA

How did you rate our pre-visit administration?
Customer Services (Bookings, payments, support)? 2
Operations (Rooming, outdoor pursuit programmes, support)? 1
Preview visit to the centre? NA

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, any changes swiftly made very accommodating.

Standard of cleanliness / tidiness? (teacher & pupil) Rooms very clean

Standard of Furnishing? fine

SECTION 4: Meals

Were the meals of an adequate standard? Food is excellent

Was there enough to eat? Absolutely

Was the food served promptly? yes

Were all dietary requirements catered for? yes

How do you rate the packed lunches? NA

Any other comments? NA

SECTION 5: Centre Staff & Outdoor Pursuits

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

Which Instructors were motivating / clear / enthusiastic?
yes - at all times

How do you rate the outdoor pursuits? very good, particularly as they are close by & on site!

How do you rate the outdoor pursuit equipment? very good

What were your pupil's favourite outdoor pursuits? High ropes, climbing, abseiling, shooting!

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

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? *The overall organisation of time on activity (1 1/2 hrs) is good. Kids motivated & concentrated on task!*

Which aspect of your stay was least enjoyed? *NA*

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

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?

NA

Where did you hear of Manor Adventure? *Previous trips in school!*

What were the reasons for choosing Manor Adventure? *Close proximity to school, easy access, value for money*

Which centre did you visit last year? *Lockerbie*

What other visits does your school organise? *NA*

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 3 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