

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: Lockherbie Manor DATES: 24-26<sup>th</sup> June 2019  
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? Yes  
How could we improve our website, www.manoradventure.com?  
No

If you had a visit from one of our School Journey Advisors:  
Did he provide a fair description of our centre and product? No  
How professional was the Presentation Evening? .....

How did you rate our pre-visit administration?  
Customer Services (Bookings, payments, support)? Good  
Operations (Rooming, outdoor pursuit programmes, support)? Good  
Preview visit to the centre? N/A

**SECTION 2: Arrivals**

General Welcome: Good 3 Fire Drill: 3  
Room Allocation: Good 3 Introductory Talk: 1

**SECTION 3: Centre Facilities:**

Pupil Accommodation: 1 Teacher Accommodation: 2  
Washing & Toilet Facilities: 1 Cleanliness / Hygiene: 1  
The Grounds: 1 Catering: 1  
Were there any accommodation problems? ✓  
Standard of cleanliness / tidiness? (teacher & pupil) 1  
Standard of Furnishing? 1

**SECTION 4: Meals**

Were the meals of an adequate standard? Excellent  
Was there enough to eat? Yes, more than enough  
Was the food served promptly? Yes  
Were all dietary requirements catered for? Yes  
How do you rate the packed lunches? ✓  
Any other comments? Food excellent catering staff friendly helpful lots of choice

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

How do you rate the Centre Staff / Instructors?  
Helpful: 2 Professional: 4  
Which Instructors were motivating / clear / enthusiastic?  
Scott (zip wire day!)  
How do you rate the outdoor pursuits? Everything excellent except team games. This is something we do in school very easily  
How do you rate the outdoor pursuit equipment? 1  
What were your pupil's favourite outdoor pursuits? .....

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?  
Could instructors be introduced themselves to school staff accompanying the children at the beginning of each activity before they start talking to the pupils

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? .....Activities.....zip wire.....mountain biking.....

Which aspect of your stay was least enjoyed? .....The beginning of sessions when.....

.....children meeting their instructors.....

How do you rate the overall product on a value for money basis? .....3.....

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?

No

Where did you hear of Manor Adventure? .....Word of mouth.....

What were the reasons for choosing Manor Adventure? .....Previous good visits.....

Which centre did you visit last year? .....same.....

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: ..... 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



Lockerbie Manor, Scotland



Abernant Lake Hotel, Wales

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