

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: Locksbe Mance DATES: 10th-14th 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?
..... /

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)? 1

Operations (Rooming, outdoor pursuit programmes, support)? 1

Preview visit to the centre? /

SECTION 2: Arrivals

General Welcome: 2 Fire Drill: 2

Room Allocation: 2 Introductory Talk: 2

SECTION 3: Centre Facilities:

Pupil Accommodation: 3 Teacher Accommodation: 4

Washing & Toilet Facilities: 4 Cleanliness / Hygiene: 4

The Grounds: 2 Catering: 2

Were there any accommodation problems? Felt that female

toilet sewer smell was unacceptable ~ very difficult

to stay there each time. Also Teachers had to empty air bins etc

Standard of Furnishing? Please - no sofa in teacher shed

yet!! Furnishing very good in Teacher beds ~ very careful dirt etc

SECTION 4: Meals

Were the meals of an adequate standard? Yes

.....

Was there enough to eat? Yes ~ very generous portions

.....

Was the food served promptly? Yes

.....

Were all dietary requirements catered for? Yes

.....

How do you rate the packed lunches? /

.....

Any other comments? Catering staff very accommodating, helpful at all times

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: 2 Professional: 2

Which Instructors were motivating / clear / enthusiastic?

Emma, Scott, Cat, Calum,annah, Stephen Matthew ~ all super with children & staff

How do you rate the outdoor pursuits? 2

How do you rate the outdoor pursuit equipment? 2

What were your pupil's favourite outdoor pursuits? Abseil, zip wire, team games

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?

An evening walk into Locksbe for an ice cream!

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *Children really enjoyed disco this year - unlike other years - well done to instructors - Matthew & Emma*

Which aspect of your stay was least enjoyed? *Water sports but it was due to weather and nothing to do with instructors who were really good in water*

How do you rate the overall product on a value for money basis? *5th Year - price has increased each year - no change to overall product*

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?

*Possibly washing up liquid & teatowels to clean cups in pod village
wifi in pod village !!!*

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

What were the reasons for choosing Manor Adventure? *Outdoors, pools*

Which centre did you visit last year? *Lockerbie Manor*

What other visits does your school organise? *Day trips*

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
Telephone: 01584 861333 Fax: 01584 861367 www.manoradventure.com

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