

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: *Lockebie Manor* DATES: *22/3/19 - 24/3/19*

NAME OF ACCOMMODATION: *Lockebie Manor*

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? *2 - more emphasis beforehand regarding 3 layers of clothing.*

How could we improve our website, www.manoradventure.com?  
*1 - no improvements necessary*

If you had a visit from one of our School Journey Advisors:

Did he provide a fair description of our centre and product? *1*

How professional was the Presentation Evening? *1*

How did you rate our pre-visit administration?

Customer Services (Bookings, payments, support)? *3*

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

Preview visit to the centre? *1*

**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: *3* Cleanliness / Hygiene: *3*

The Grounds: *1* Catering: *2*

Were there any accommodation problems? *No*

Standard of cleanliness / tidiness? (teacher & pupil) *Adequate hand washing*

*near the boot room with signage to remind children to wash their hands. Just from a public health/prevention point of view.*

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? *1 - Bill in particular made sure one of the officers who was cooking had plenty to eat and everyone catered well for our busy eaters.*

How do you rate the packed lunches? *1*

Any other comments? *1*

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

How do you rate the Centre Staff / Instructors?

Helpful: *1* Professional: *1*

Which Instructors were motivating / clear / enthusiastic?

*Adam (dark hair), Sarah, Joe, Scott M, Stephen.*

How do you rate the outdoor pursuits? *1 - all outdoor pursuits that we*

*girls participated in gave the girls a challenge and the girls really enjoyed it.*

How do you rate the outdoor pursuit equipment? *1 - All safety equipment was of a high standard and all instructors were on the ball with this.*

What were your pupil's favourite outdoor pursuits? *The obstacle course and Zip wire.*

Are there any new outdoor pursuits you would like Manor Adventure to offer? *1*

Do you have any suggestions on how we could improve our product or outdoor pursuits?

*Make the groups smaller so kids can have a longer shot or more than one shot each.*

WIC 18 MARCH 2019

# manor adventure

## COURSE REPORT FORM

### SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *The activities and watching the girls having fun.*

Which aspect of your stay was least enjoyed? *Washing to clean up after an activity directly before a meal.*

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

*Other water facilities indoors (tap inside to fill up water bottles).*

Where did you hear of Manor Adventure? *Been before*

What were the reasons for choosing Manor Adventure? *We had a positive previous experience.*

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

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

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