

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: 15/3/19 ~ 18/3/19

NAME OF ACCOMMODATION: LOCKERBIE 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? Previous visitors we tend not to use brochure  
How could we improve our website, www.manoradventure.com?

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

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? N/A

### SECTION 2: Arrivals

General Welcome: 2 Fire Drill: 1

Room Allocation: 4 Introductory Talk: 1

### SECTION 3: Centre Facilities:

Pupil Accommodation: 2 Teacher Accommodation: 1

Washing & Toilet Facilities: 4 Cleanliness / Hygiene: 3

The Grounds: 1 Catering: 1

Were there any accommodation problems? None

Standard of cleanliness / tidiness? (teacher & pupil) 3

Standard of Furnishing? 2

### SECTION 4: Meals

Were the meals of an adequate standard? 1 great choices

Was there enough to eat? 1 Yes portions were adequate for adults & children

Was the food served promptly? 1 Yes always on time & food hot

Were all dietary requirements catered for? Yes

How do you rate the packed lunches? N/A

Any other comments? Staff were very willing to be flexible and offered a solution when a child was feeling unwell

### SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: 1 Professional: 1

Which Instructors were motivating / clear / enthusiastic?

Chris, Luke, Connah, Adam, Antony, Cat Montana

How do you rate the outdoor pursuits? 1 - excellent choices for the children

How do you rate the outdoor pursuit equipment? 1 - very safe

What were your pupil's favourite outdoor pursuits? High ropes, rafting, wall climbing, mountain biking

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?

**SECTION 6: Overall Assessment**

Which aspect of your stay was most enjoyed? *the whole package of activities*

Which aspect of your stay was least enjoyed? .....

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

*exceptional 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?

*Basic tidying up materials (dust pan & brush) available for use*

Where did you hear of Manor Adventure? *Previous visits from school*

What were the reasons for choosing Manor Adventure? .....

*Previous excellent experiences of school*

Which centre did you visit last year? *2 years ago @ Lockerbie*

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

WIC 11 MARCH 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