

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: HOCKERBIE MANOR DATES: 4 - 8th MARCH 2019

NAME OF ACCOMMODATION: 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

How could we improve our website, www.manoradventure.com?  
1

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

Did he provide a fair description of our centre and product? N/A

How professional was the Presentation Evening? N/A

How did you rate our pre-visit administration?

Customer Services (Bookings, payments, support)? 2

Operations (Rooming, outdoor pursuit programmes, support)? 2

Preview visit to the centre? N/A

### SECTION 2: Arrivals

General Welcome: 1 Fire Drill: 1

Room Allocation: 1 Introductory Talk: 1

### SECTION 3: Centre Facilities:

Pupil Accommodation: 2 Teacher Accommodation: 2

Washing & Toilet Facilities: 2 Cleanliness / Hygiene: 1

The Grounds: 1 Catering: 2

Were there any accommodation problems? NO

Standard of cleanliness / tidiness? (teacher & pupil) 1

Standard of Furnishing? 1

### SECTION 4: Meals

Were the meals of an adequate standard? YES

Was there enough to eat? YES

Was the food served promptly? YES

Were all dietary requirements catered for? DISCUSSION WITH TOM

SUPPORTED MORE HALAL OPTIONS BUT MORE CLARITY AT SERVING STATION (PERHAPS LABEL)

How do you rate the packed lunches?

N/A

Any other comments? STAFF WERE LOVELY, VERY

ACCOMMODATING (EXTRA MILE - WATERPROOFS, TUMBLE DRYING CLOTHES, EXTRA FOOD OPTIONS FOR FUSSY EATERS)

### SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: 1 Professional: 1

Which Instructors were motivating / clear / enthusiastic?

ALL STAFF HAVE BEEN FANTASTIC HOWEVER

SCOTT D, CONNOR, SCOTT M, NAT, CHRIS, CRAIG, THOM WERE EXCEPTIONAL

How do you rate the outdoor pursuits? 1

How do you rate the outdoor pursuit equipment? 1

What were your pupil's favourite outdoor pursuits? CRATE STACKING, OBSTACLE COURSE, HIGH ROPES

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

STAR GAZING, NIGHT TIME CAMP FIRE

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

IT WOULD BE NICE FOR CHILDREN TO PHYSICALLY SPEND THEIR MONEY AT THE TUCK

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? KIDS OVERALL ENJOYMENT AND PERSONAL ACHIEVEMENT

Which aspect of your stay was least enjoyed? WEATHER ☹️  
SMELL FROM DRAINS

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

Will you be considering a further visit with Manor Adventure? YES

\* WALK - TOO MANY STOPS FOR INFORMATION INSTEAD OF WALKING  
Have you any further general comments which you feel would be useful to us?

ARCHERY - MORE SHOTS

INSTRUCTORS NOT ALWAYS THERE 10 MINS

BEFORE SO CHN WAITING FOR STAFF

CLOCK IN CHILDREN'S ROOM, MENU TIMETABLE

Where did you hear of Manor Adventure? OUTSIDE ROOMS

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

PREVIOUS SUCCESSFUL VISIT

Which centre did you visit last year? A 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 WOULD BE NICE FOR EVERYONE TO BE AT THE DISCO

Head office: Culmington Manor, Craven Arms, Shropshire, SY7 9BY TOGETHER.  
Telephone: 01584 861333 Fax: 01584 861367 www.manoradventure.com

W/C 4 Mar 2019

# manor adventure

## COURSE REPORT FORM

For



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