

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 DATES: 18/22 March 2019
NAME OF ACCOMMODATION: B Floor Manor House

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?

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

more pictures of accommodation and activities

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)?

Operations (Rooming, outdoor pursuit programmes, support)?

Preview visit to the centre?

SECTION 2: Arrivals

General Welcome: Very good Fire Drill: good

Room Allocation: Very good Introductory Talk: Very good

SECTION 3: Centre Facilities:

Pupil Accommodation: Very good Teacher Accommodation: Very good

Washing & Toilet Facilities: Very good Cleanliness / Hygiene: Very good

The Grounds: good Catering: Excellent!

Were there any accommodation problems? We could have use a

spare room for emergencies and behaviour problems

Standard of cleanliness / tidiness? (teacher & pupil) Very good

Standard of Furnishing? The kids beds are creaky

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? YES

How do you rate the packed lunches?

Any other comments? The kitchen staff was friendly and went above & beyond to meet kids needs. Thank you for the Empire Biscuits -

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: Very good Professional: Good

Which Instructors were motivating / clear / enthusiastic?

Connah, Joe, Thom and Adam were all very motivating and enthusiastic towards kids. All female instructors were great!

How do you rate the outdoor pursuits? Vast majority of activities were

great - we felt the double up abseiling far more effective than it being one pupil at a time.

How do you rate the outdoor pursuit equipment?

Great - up to date!

What were your pupil's favourite outdoor pursuits?

Kayak, high ropes, crate stacking

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

A forest walk / gorge walking

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

A quicker pace for less active activities (e.g. survival, scavenger). Getting the kids more involved when waiting for turns (high ropes, abseiling) i.e. tying knots, including pupils at end of abseiling.

W/C 18 MARCH 2019

manor adventure

COURSE REPORT FORM

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *Dining Area / Food*

Which aspect of your stay was least enjoyed? *Dealing with behaviour*

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?

It would have been good to have had board games etc to play with in the Games Room.

More water fountains (especially for at night).

Where did you hear of Manor Adventure? *School*

What were the reasons for choosing Manor Adventure? *Dates were more suitable*

Which centre did you visit last year? *Bermore*

What other visits does your school organise? *Various trips for all year groups including New York, China, Ski Trip, Italy, Belgium, St residential.*

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:

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Head office: Culmington Manor, Craven Arms, Shropshire, SY7 9BY
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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