

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? STAFF, FACILITIES, ACCOMMODATION

Which aspect of your stay was least enjoyed? TIME WASTING, STILL INCONSISTENCIES IN REQUIREMENTS OF ACTIVITIES

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

Will you be considering a further visit with Manor Adventure? YES - BOOKED FOR 2020 (7th YEAR IN A ROW!)

Have you any further general comments which you feel would be useful to us?

Where did you hear of Manor Adventure? PREVIOUS VISITS

What were the reasons for choosing Manor Adventure? VALUE FOR MONEY COMPARED TO OTHER CENTRES, ACCOMMODATING STAFF

Which centre did you visit last year? LOCKERBIE MANOR

What other visits does your school organise? INNERWICK RESIDENTIAL CENTRE (1 OVERNIGHT)

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 1 APR 19

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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

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: LOCKERSIE MANOR DATES: 1st - 5th APRIL

NAME OF ACCOMMODATION: POO VILLAGE 2

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? YES

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

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)? N/A 1

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

Preview visit to the centre? N/A

SECTION 2: Arrivals

General Welcome: 1 Fire Drill: 1

Room Allocation: 1 Introductory Talk: 2 (POO FIRST THEN TALK WOULD BE BETTER, TOO LONG)

SECTION 3: Centre Facilities:

Pupil Accommodation: 1 Teacher Accommodation: 1

Washing & Toilet Facilities: 2 (WINDOWS NEED TO BE SCREENED) Cleanliness / Hygiene: 1

The Grounds: 2 (LIGHTS ON PATH TO POO VILLAGE 2 BROKEN, PATHS QUITE MUDDY) Catering: 2 (STAFF - EXCELLENT FOOD - GOOD MENU - GOOD)

Were there any accommodation problems? NO

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

Standard of Furnishing? EXCELLENT

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? NO PUDDINGS ALTERNATIVE FOR NUT OR DAIRY DIETS

How do you rate the packed lunches? N/A

Any other comments? SOUP WAS LOVELY, STAFF VERY ACCOMMODATING FOR BUSY EATERS / CHALLENGERS

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: 1 Professional: 2

Which Instructors were motivating / clear / enthusiastic? SCOTT M, SCOTT D, CHRIS, ADAM (I), SIMON, JESS, CAT, MONTANNA, CONNOR, LEWIS, JOE, STEPHEN, SARAH, ADAM (SI)

How do you rate the outdoor pursuits? 1

How do you rate the outdoor pursuit equipment? 2

What were your pupil's favourite outdoor pursuits? ZIP WIRE, OBSTACLE COURSE

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

Do you have any suggestions on how we could improve our product or outdoor pursuits? GROUP CHANG, QUICK ACTIVITIES DURING WAITING TIMES, WETSUITS FOR WATER ACTIVITIES, MORE EQUIPMENT / OPPORTUNITY