

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: 1st - 3rd April

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? 3

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

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)? 2

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

Preview visit to the centre? 2

SECTION 2: Arrivals

General Welcome: 2 Fire Drill: 1

Room Allocation: 2 Introductory Talk: 2

SECTION 3: Centre Facilities:

Pupil Accommodation: 2 Teacher Accommodation: 2

Washing & Toilet Facilities: 2 Cleanliness / Hygiene: 1

The Grounds: 2 Catering: 2

Were there any accommodation problems? No problems - most

of the doors are very noisy & bunk beds which causes problems sleeping. 1 room of 3
Standard of cleanliness / tidiness? (teacher & pupil) B18 was cramped.

1 - All rooms clean

Standard of Furnishing? Furnishing great for a 2 night visit

SECTION 4: Meals

Were the meals of an adequate standard? 1

All food was great

Was there enough to eat? 2 - some fussy eaters

wanted seconds of certain foods

Was the food served promptly? 1

Were all dietary requirements catered for? 1 - Although none

within our group

How do you rate the packed lunches? N/A

Any other comments? Food great - evening meals

have less choice

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: 2 Professional: 2

Tribal was run differently for different groups

Which Instructors were motivating / clear / enthusiastic?

Car was fantastic Montana very

engaging for children

How do you rate the outdoor pursuits? 3 - we would have

liked some other activities such as orienteering

How do you rate the outdoor pursuit equipment?

What were your pupil's favourite outdoor pursuits? Canoe / kayak

Climb, Zip Wire, Blind Trail

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?

Some activities require lots of waiting (which is unavoidable) but maybe some games/songs etc to entertain?

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? Accommodation was great Dining hall great & food

Which aspect of your stay was least enjoyed? Some activities weren't enjoyed as much

How do you rate the overall product on a value for money basis? 2

Will you be considering a further visit with Manor Adventure? Yes - we would like a few different activities

Have you any further general comments which you feel would be useful to us? Thank you for option of early arrival with our supervision

Where did you hear of Manor Adventure? Visit last year to Shropshire

What were the reasons for choosing Manor Adventure? We have 3 residentials during KS2 and want to offer variety - good reviews

Which centre did you visit last year? Shropshire

What other visits does your school organise? Y4 go to Robinwood and Y6 go to PGL

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? N/A I will pass on details

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

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