

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? ACTIVITIES

Which aspect of your stay was least enjoyed? WEATHER!! (☹)

How do you rate the overall product on a value for money basis? 1

Will you be considering a further visit with Manor Adventure? 1

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

Where did you hear of Manor Adventure?

What were the reasons for choosing Manor Adventure? INFORMATIVE
..... PROFESSIONAL ADVICE AND PRE BOOKING SERVICE

Which centre did you visit last year? N/A

What other visits does your school organise? AD HOC

SECTION 7

Do you know of any other schools or colleagues who may be interested in visiting any of our centres?

Name: Name:

Address: Address:

.....
.....

NIC 1 APR 2019

manor adventure

COURSE REPORT FORM

Culmington Manor
Abernant Lake Hotel
Lockerbie Manor

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

manor adventure

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: 3-5th APRIL 2019

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? 1
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? 1
How professional was the Presentation Evening? N/A
How did you rate our pre-visit administration?
Customer Services (Bookings, payments, support)? 1
Operations (Rooming, activity programmes, support)? 1

SECTION 2: Arrivals

General Welcome: 1 Fire Drill: 1
Room Allocation: 1 Introductory Talk: 1

SECTION 3: Centre Facilities:

Pupil Accommodation: 1 Teacher Accommodation: 1
Washing & Toilet Facilities: 1 Cleanliness / Hygiene: 1
The Grounds: 1 Catering: 1
Were there any accommodation problems? No
Standard of Cleanliness / tidiness? (teacher & pupil) 1
Standard of Furnishing? 2

SECTION 4: Meals

Were the meals of an adequate standard? 2
Was there enough to eat? 1
Was the food served promptly? 1
Were all dietary requirements catered for? 1
How do you rate the packed lunches? N/A
Any other comments?

SECTION 5: Centre Staff & Activities

How do you rate the Centre Staff / Instructors?
Helpful: 1 Professional: 1
Which Instructors were motivating / clear / enthusiastic?
..... Jess, Adam, Cat
How do you rate the activities? 1
How do you rate the activity equipment? 1
What were your pupil's favourite activities? kayak, climbing, abseil.
Are there any new activities you would like Manor Adventure to offer? Sailing
Do you have any suggestions on how we could improve our product or activities?