

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 MANOR DATES: 29/4/19 - 3/5/19.
NAME OF ACCOMMODATION: POO VILLAGES.

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?
GREAT AS IT IS.

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)? 1
Operations (Rooming, outdoor pursuit programmes, support)? 1 LOUISE & GILLIAN ARE EXCELLENT
Preview visit to the centre? N/A

SECTION 2: Arrivals

General Welcome: 1 Fire Drill: 3 ALLSTAFF SHOULD BE INCLUDED. CAN'T HEAR ALARM IN DISCO FIRE PROCEDURES IN INFO BOOK.
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 BIG IMPROVEMENT ON STAFFING FROM LAST YEAR VEGAN OPTIONS MORE VARIED.
Were there any accommodation problems? WASP NESTS BUT DEALT WITH PROMPTLY - CLOCKS IN VILLAGES NOT AT CORRECT TIME.
Standard of cleanliness / tidiness? (teacher & pupil) 1

Standard of Furnishing? 1 - CHILDREN'S POOS WITHOUT BLACKOUT BUNDS / SQUEEGEE FOR SHOWER BODK FLOORS / DUSTY BRUSH IN POO

SECTION 4: Meals

Were the meals of an adequate standard? YES - ALWAYS PLENTY - QUOTE OF THE WEEK "I FEEL LIKE I'M 8 MONTHS PREGNANT" SOUP + ROLL AT LUNCH WAS GREAT!
Was there enough to eat? ALWAYS - CATERING STAFF VERY ACCOMMODATING AND WILLING TO HELP "FUSSY" EATERS.
Was the food served promptly? ALWAYS - FRIENDLY STAFF.
Were all dietary requirements catered for? YES - VEGAN OPTIONS A BIT REPETITIVE.
How do you rate the packed lunches? N/A.
Any other comments? GREAT / FRESH / MUCH IMPROVED

SARAH
CRAIG - AS ALWAYS VERY HELPFUL
OLLIE
THOM - SENIOR
ADAM - SENIOR
CHRIS - SENIOR
NAT - SENIOR

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?
Helpful: 1 Professional: 1
Which Instructors were motivating / clear / enthusiastic?
SCOTT M / JOE / SCOTT D / MONTANNA / ADAM / SIMON / LEWIS / CAT
ADMIN STAFF / CATERING / MAINTENANCE ALL EXCELLENT - THANKS GILLIAN.
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? ARCHERY / OBSTACLE / CRATE STACKING
ZIP WIRE / SUP / BLIND TRAIL
Are there any new outdoor pursuits you would like Manor Adventure to offer? 3G SWING
Do you have any suggestions on how we could improve our product or outdoor pursuits?
ZIP WIRE - LOT OF STANDING AROUND. SOME BENCHES AT THE WATER.

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *YOUR SUPPORT + CARE OF CHILDREN / LAYOUT OF SITE / QUALITY OF EXPERIENCE.*

Which aspect of your stay was least enjoyed? *N/A.*

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

EXPERIENCE FOR THE CHILDREN

Will you be considering a further visit with Manor Adventure? *ALREADY BOOKED*

NEXT YEAR.

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

THIS HAS BEEN THE BEST EXPERIENCE AT LOCKERBIE OF ALL THE YEARS COMING. EVERYTHING VERY CALM + PROFESSIONAL - FOOD GREAT / STAFF BRILLIANT / NOTHING EVER A PROBLEM - THANK YOU.

Where did you hear of Manor Adventure? *8th VISIT*

What were the reasons for choosing Manor Adventure? *HIS / VALUE FOR MONEY / RANGE OF EXPERIENCES FOR CHILDREN / CARE + SUPPORT + ENCOURAGEMENT OF CHILDREN / QUALITY / DISTANCE / PROFESSIONALISM / RELATIONSHIPS WITH STAFF*

Which centre did you visit last year? *LOCKERBIE*

What other visits does your school organise? *TOO MANY TO LIST*

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 29 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