

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: TUES 23 - FRI 26 APR 2019

NAME OF ACCOMMODATION: .....

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? *Very informative and easy to read / follow*

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

If you had a visit from one of our School Journey Advisors:

Did he provide a fair description of our centre and product? *Yes*

How professional was the Presentation Evening? *Excellent presentation*

How did you rate our pre-visit administration?

Customer Services (Bookings, payments, support)? *Excellent*

Operations (Rooming, outdoor pursuit programmes, support)? *Excellent*

Preview visit to the centre? *We didn't do this, we felt the presentation sold it to us very impressively.*

### SECTION 2: Arrivals

General Welcome: *Excellent* Fire Drill: *Excellent*

Room Allocation: *Excellent* Introductory Talk: *Excellent*

### SECTION 3: Centre Facilities:

Pupil Accommodation: *Excellent* Teacher Accommodation: *Excellent*

Washing & Toilet Facilities: *Excellent* Cleanliness / Hygiene: *Superb*

The Grounds: *Wonderful - so well organised and maintained* Catering: *Excellent*

Were there any accommodation problems? *Rooms were very warm on*

*first night, be good to have heating turned down \**

Standard of cleanliness / tidiness? (teacher & pupil) *Excellent*

Standard of Furnishing? *Excellent*

\*No wardrobes in rooms or drawers

### SECTION 4: Meals

Were the meals of an adequate standard? *Wonderful and great selection*

Was there enough to eat? *Plenty for everyone*

Was the food served promptly? *Excellent service and always with a friendly face or smile*

Were all dietary requirements catered for? *Yes*

How do you rate the packed lunches? *Didn't try these*

Any other comments? .....

### SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: *Excellent* Professional: *Excellent*

Which Instructors were motivating / clear / enthusiastic?

*Montana, Cat, Thomas, Adam, James, Anthony, Joe*

How do you rate the outdoor pursuits? *Really good*

How do you rate the outdoor pursuit equipment? *Excellent - all enjoyed*

What were your pupil's favourite outdoor pursuits? *High ropes and Archery. Zip line was also well liked*

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

*Tree climbing / Outdoor familiarisation activity / Camping*

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



SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *The activities and the food*

Which aspect of your stay was least enjoyed? *break times - children would like a few activities to play with - volleyball / basketball, Airsoft, Connect 4, Chess*  
How do you rate the overall product on a value for money basis? *Good value*

Will you be considering a further visit with Manor Adventure? *Yes, we are coming back in September 2019*

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

- *Would it be possible to add supper in - children are quite hungry after evening activities*
  - *some board games in lounge area*
  - *dining lights in corridors*
- Where did you hear of Manor Adventure? *Clocks in all rooms \* other colleagues and schools*

What were the reasons for choosing Manor Adventure? *High recommendations from other schools*

Which centre did you visit last year? *N/A*

What other visits does your school organise? *N/A*

SECTION 7 *\* seats in corridors for staff supervising at nights*  
*\* seats at activity areas*

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: .....

.....

.....



Head office: Culmington Manor, Craven Arms, Shropshire, SY7 9BY  
Telephone: 01584 861333 Fax: 01584 861367 www.manoradventure.com

WIC 22 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