

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: 15-17th March '19

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? 1

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

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

Preview visit to the centre? n/a

**SECTION 2: Arrivals**

General Welcome: 2 (slightly abrupt) Fire Drill: 1

Room Allocation: 1 .. Introductory Talk: 1

**SECTION 3: Centre Facilities:**

Pupil Accommodation: 3 .. Teacher Accommodation: 2

Washing & Toilet Facilities: 2 .. Cleanliness / Hygiene: 1

The Grounds: 1 .. Catering: 1

Were there any accommodation problems? Squeaky doors - need a bit of WD40!

When checking children with medical issues, the rest of the dorm were woken up.

Standard of cleanliness / tidiness? (teacher & pupil) 1

Standard of Furnishing? 1

**SECTION 4: Meals**

Were the meals of an adequate standard? 1

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? Kitchen staff very obliging and friendly with staff and children

**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, Montana, Adam, Cat in particular for their enthusiasm and for accommodating children's specific needs.

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? High ropes / kayak / crate stack

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?

Hot drink before heading to bed after last activity - after kayak the children were very cold + instructors made hot chocolate which was really appreciated.

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *Activities and the professionalism of your staff*

Which aspect of your stay was least enjoyed? *Downtime between activities*

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?

*High ropes at nighttime was quite difficult to see the colours of the carabina*

Where did you hear of Manor Adventure? *Previous visits*

What were the reasons for choosing Manor Adventure? *Success of previous trips*

Which centre did you visit last year? *Lockerbie Manor*

What other visits does your school organise? *Y3/4 - day visit to Hellingworth lake to do rock climb / mountain bike / kayak / raft building.*

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

W/C 11 MARCH 2019

# 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