

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: LOLKERBIE DATES: 8-10 MAY 2019

NAME OF ACCOMMODATION: POD VILLAGE 1

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?  
.....

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? Very Good, informative

How did you rate our pre-visit administration? Very

Customer Services (Bookings, payments, support)? Helpful

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

Preview visit to the centre? N/A

### SECTION 2: Arrivals

General Welcome: 2 Fire Drill: 2

Room Allocation: 1 Introductory Talk: 2

### 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 concerns other than some pods had no blinds at side windows

Standard of cleanliness / tidiness? (teacher & pupil) Very Good

Standard of Furnishing? BASIC, BUT APPROPRIATE  
Perhaps a mirror in staff rooms?

### SECTION 4: Meals

Were the meals of an adequate standard? Very Good + ALSO CATERED FOR SOME FUSSY EATERS

Was there enough to eat? Yes

Was the food served promptly? Yes

Were all dietary requirements catered for? Yes

How do you rate the packed lunches? .....

Any other comments? staff (catering) were all friendly & helpful with children & staff

### SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?  
Helpful: 2 Professional: 2 made a difference when staff tried to learn names

Which Instructors were motivating / clear / enthusiastic? Mixed on occasions - some more enthusiastic & encouraging. Others - fantastic

How do you rate the outdoor pursuits? Very good

Scavenger - can it be more exciting

How do you rate the outdoor pursuit equipment? Very good

What were your pupil's favourite outdoor pursuits? .....

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? .....

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? .....

Which aspect of your stay was least enjoyed? .....

How do you rate the overall product on a value for money basis? *Very good - lots of challenging/exciting activities*

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

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

Where did you hear of Manor Adventure? *Rep came into school*

What were the reasons for choosing Manor Adventure? *Good price / within sensible travel time / choice of activities*

Which centre did you visit last year? *✓*

What other visits does your school organise? *Residential for our p3/4 (7/8 years old)*

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 6 MAY 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