

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: 17/19th May

NAME OF ACCOMMODATION: MANOR

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?  
N/A

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? 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 (we appreciated the 3rd teacher room, thank you!)

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

Standard of Furnishing? 1

**SECTION 4: Meals**

Were the meals of an adequate standard? Yes

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? N/A

Any other comments? No, food was good and there was enough choice.

**SECTION 5: Centre Staff & Outdoor Pursuits**

How do you rate the Centre Staff / Instructors?

Helpful: 1 Professional: 1

Which Instructors were motivating / clear / enthusiastic?

Montanna was great, good clear instructions got her activities going quickly, so the children had lots of time doing it.

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? Crate stack, Zip wire rifle shooting

Are there any new outdoor pursuits you would like Manor Adventure to offer? No

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

No, another great weekend thanks!



SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *Activities & free time*

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

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

Will you be considering a further visit with Manor Adventure? *Yes & can you check if we're booked in for next year?*

Have you any further general comments which you feel would be useful to us? *We have found being in the basement really helpful this year, we'd love to be there again when possible. I think we are!*

Where did you hear of Manor Adventure? *Annual visit*

What were the reasons for choosing Manor Adventure? *" "*

Which centre did you visit last year? *Shropshire, here, France.*

What other visits does your school organise? *(Y3 do a 1 night stay close to school - Manor have never offered a 1 night option)*

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: [redacted] Name: \_\_\_\_\_  
Address: [redacted] Address: \_\_\_\_\_



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W/C 13 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