

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: 21-24 May 2014  
NAME OF ACCOMMODATION: PV2

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?  
Nothing to improve

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)? ~~A/A~~ Excellent.  
Operations (Rooming, outdoor pursuit programmes, support)? Excellent  
Preview visit to the centre? N/A

**SECTION 2: Arrivals**

General Welcome: 1 Fire Drill: 3  
Room Allocation: 1 Introductory Talk: 3

**SECTION 3: Centre Facilities:**

Pupil Accommodation: 1 Teacher Accommodation: 1  
Washing & Toilet Facilities: 1 Cleanliness / Hygiene: 1  
The Grounds: 1 Catering: very accomadating 2  
Were there any accommodation problems? No  
Standard of cleanliness / tidiness? (teacher & pupil) 1  
Standard of Furnishing? 2

**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?

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

How do you rate the Centre Staff / Instructors?  
Helpful: 1 Professional: 1  
Which Instructors were motivating / clear / enthusiastic?  
Cat, Chris, Connah, Scott, Simon, Thom  
all stand out as going above and beyond  
but all instructors were excellent  
How do you rate the outdoor pursuits?  
Excellent  
How do you rate the outdoor pursuit equipment?  
Served its purpose was safe.  
What were your pupil's favourite outdoor pursuits?  
SUP, crate staking  
high ropes, abseiling all watersports.  
Are there any new outdoor pursuits you would like Manor Adventure to offer?  
Not that we can think of  
Do you have any suggestions on how we could improve our product or outdoor pursuits?  
No

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *activities*

Which aspect of your stay was least enjoyed? *Nothing*

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

*price*

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

*already booked*

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

Where did you hear of Manor Adventure? *Visited before*

What were the reasons for choosing Manor Adventure? *choice of*

*activities*

Which centre did you visit last year? *Lockerbie*

What other visits does your school organise? *None*

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  
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W/C 20 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