

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: *Locketie Manor* DATES: *27th - 31st May 2019*

NAME OF ACCOMMODATION: *B floor of Locketie 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? *2*

How could we improve our website, www.manoradventure.com?
Difficult to find a direct contact number for Locketie Manor.

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

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

How professional was the Presentation Evening? *—*

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? *—*

SECTION 2: Arrivals

General Welcome: *1* Fire Drill: *1*

Room Allocation: *1* Introductory Talk: *1*

SECTION 3: Centre Facilities:

Pupil Accommodation: *2* Teacher Accommodation: *1*

Washing & Toilet Facilities: *1* Cleanliness / Hygiene: *1*

The Grounds: *1* Catering: *2*

Were there any accommodation problems? *Some of the pupil's rooms were very warm, and it was difficult to open the windows.*

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

Standard of Furnishing? *2 - Some of the pupil's beds were very 'creaky'*

SECTION 4: Meals

Were the meals of an adequate standard? *The meals were excellent. Some of the allergen/vegetarian options weren't quite the same high standard though. (Lack of variety)*

Was there enough to eat? *Portion size was excellent.*

Was the food served promptly? *1*

Were all dietary requirements catered for? *2 (Please see above for comment)*

How do you rate the packed lunches? *Packed lunch for the expedition was great. Pot noodles, soup & hot chocolate were much better than the two last year.*

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?

The instructors were fantastic. They were very accommodating, and had a great rapport with pupils.

How do you rate the outdoor pursuits? *2 - some activities are perhaps designed for younger pupils in mind, i.e. zip wire, obstacle course & mountain biking.*

How do you rate the outdoor pursuit equipment? *2 - mostly great, but some things could be a little better, i.e. properly updated volleyball.*

What were your pupil's favourite outdoor pursuits? *Expedition & water based activities.*

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

High ropes & Jacobs ladder would be ideal for the older pupils, but they are an extra cost on an already expensive holiday.

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

Time trial obstacle course for older pupils.

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *Food, accommodation, overnight expedition, support with staff/instructors*

Which aspect of your stay was least enjoyed? *Some activities were too easy/basic for older pupils, i.e. zip wire*

How do you rate the overall product on a value for money basis? *3-*
a great week, but very expensive

Will you be considering a further visit with Manor Adventure? *Yes - next year*
Potentially considering other options after that

Have you any further general comments which you feel would be useful to us?
The staff were fantastic. Definitely a highlight for staff & pupils

Where did you hear of Manor Adventure? *Previous lead teacher*

What were the reasons for choosing Manor Adventure? *Established school trip*

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

What other visits does your school organise? *S1 trip to Rosau, S2 trip to London, P6 trip to Abernethy, P7 trip to York. A variety of senior (S4-S6) trips*

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:



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

WIC 27 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