

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: 12-17

NAME OF ACCOMMODATION: LOCKERBIE 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?  
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?

How professional was the Presentation Evening?

How did you rate our pre-visit administration?

Customer Services (Bookings, payments, support)?

Operations (Rooming, outdoor pursuit programmes, support)?

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: 1 Teacher Accommodation: 1

Washing & Toilet Facilities: 1 Cleanliness / Hygiene: 1

The Grounds: 1 Catering: 1

Were there any accommodation problems? None at all.

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

Standard of Furnishing? 1

### SECTION 4: Meals

Were the meals of an adequate standard? More than adequate 1

Was there enough to eat? Always 1

Was the food served promptly? 1 and with a smile :)

Were all dietary requirements catered for? 1 -

How do you rate the packed lunches? N/A.

Any other comments? Kids at well. Fruit was available and very fresh too.

### SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: 1 Professional: 1 - again, always!

Which Instructors were motivating / clear / enthusiastic?

Yes - always and very cheery.

How do you rate the outdoor pursuits? 1 - great variety

How do you rate the outdoor pursuit equipment? 1 - high quality

What were your pupil's favourite outdoor pursuits? Stand-up paddle boarding, shooting, bike, - all

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



SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? Great structure to the day.

Which aspect of your stay was least enjoyed? Noise after bed time from other schools (at their teachers)

How do you rate the overall product on a value for money basis? Very good. 1

Will you be considering a further visit with Manor Adventure? Absolutely.

Have you any further general comments which you feel would be useful to us? The addition of some sums and number formation at crate building was very good. Got them all involved.

Where did you hear of Manor Adventure? Previous experience.

What were the reasons for choosing Manor Adventure? Reputation, distance from school, facilities.

Which centre did you visit last year? Lockerbie

What other visits does your school organise? Too numerous to list

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: Address: Name: Address: (Form fields for contact information)



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

W/C 13 MAY 2019

manor adventure

COURSE REPORT FORM

PLEASE COMPLETE AND RETURN TO RECEPTION BY 10 AM ON DEPARTURE DAY



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



Have you considered our French Centres Le Château de Warsy & Le Château du Broutel

