

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 MANOR DATES: 7<sup>TH</sup> MAY → 10<sup>TH</sup> MAY  
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? N/A

How could we improve our website, www.manoradventure.com?

2

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

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)? 2

Operations (Rooming, outdoor pursuit programmes, support)? 1

Preview visit to the centre? N/A

### 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: Cleanliness / Hygiene: 2

The Grounds: 1 Catering: 1

Were there any accommodation problems? Beds are very squeaky in children's dorms

Standard of cleanliness / tidiness? (teacher & pupil) 2

Standard of Furnishing? 3 - Carpet area badly worn and held together with Duck tape in places

### SECTION 4: Meals

Were the meals of an adequate standard? 1 - children loved them

Was there enough to eat? Yes lots

Was the food served promptly? Very

Were all dietary requirements catered for? Indeed

How do you rate the packed lunches? N/A

Any other comments? Were very accommodating if children did like anything on the menu. Maybe a bit more time between different snacks being served

### SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: 1 Professional: 1

Which Instructors were motivating / clear / enthusiastic?

Chris, Scotts, Montana, Adams and Cat. To be honest all the instructors were great

How do you rate the outdoor pursuits? 1 great variety

How do you rate the outdoor pursuit equipment? 1

What were your pupil's favourite outdoor pursuits? Stand Up Paddle Boarding, Mountain Biking and Kayaking, Obstacle course

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

N/A or the new BMX track

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

Could they do High Ropes and Jacob's ladder in one week?

**SECTION 6: Overall Assessment**

Which aspect of your stay was most enjoyed? *The activities followed closely by the food*

Which aspect of your stay was least enjoyed? *N/A - all fine*

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

Will you be considering a further visit with Manor Adventure? *Yes, already booked for next year*

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

Where did you hear of Manor Adventure? *Been visiting for years*

What were the reasons for choosing Manor Adventure? *see above*

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

What other visits does your school organise? *Day trips for classes P1-6, Sporting events, competition etc*

**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

W/C 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