

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: Lockville Manor DATES: 1-3rd Nov 2019

NAME OF ACCOMMODATION: T

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?  
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? N/A

**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

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

Standard of Furnishing? Fine

**SECTION 4: Meals**

Were the meals of an adequate standard? Yes

Was there enough to eat? Yes - However Saturday night  
Students ate at 5.10pm and were hungry after the final activity

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: 2

Which Instructors were motivating / clear / enthusiastic?  
Sarah - Superb, couldn't do anymore for us.  
Gonah, Jack, Montana, Conah, Scott

Bill in the dining hall  
↳ fantastic!

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? Zip wire, Paddle boarding  
Blind walk

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

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



# 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

### SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? .....

*All of it. High expectations.*

Which aspect of your stay was least enjoyed? .....

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

*Excellent*

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

*Yes*

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

*Some instructors didn't challenge our students and let them give up straight away when a bit of gentle encouragement would have been good. Sometimes too much talking by instructors!*

Where did you hear of Manor Adventure? .....

What were the reasons for choosing Manor Adventure? .....

*Near to home, price.*

*1<sup>st</sup> Session ??*

*2<sup>nd</sup> Group*

Which centre did you visit last year? *Lockerbie* *Group 1*

What other visits does your school organise? .....

*Very few! Sports fixtures, Geog fieldwork*

*Boise*

### 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: .....

**manor adventure**

Head office: Culmington Manor, Craven Arms, Shropshire, SY7 9BY  
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*Different groups got different experiences depending on instructors. I warned 2 Grade 5/6 groups. Montana encouraged her group to go as high as possible another instructor only let them go up about 5 levels. Also paddle boarding - some groups did trees others just stood.*