

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: LOCKERRIE DATES: 25.11.19

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 (1)

How could we improve our website, www.manoradventure.com?
(1)

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

Did he provide a fair description of our centre and product? Yes (1)

How professional was the Presentation Evening? Very Informative (2)

How did you rate our pre-visit administration?

Customer Services (Bookings, payments, support)? (1)

Operations (Rooming, activity programmes, support)? (1)

SECTION 2: Arrivals

General Welcome: 1 Fire Drill: N/A

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: 2

Were there any accommodation problems? NO

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

Standard of Furnishing? 1

SECTION 4: Meals

Were the meals of an adequate standard? Yes 1

Was there enough to eat? Yes 1

Was the food served promptly? Yes 1

Were all dietary requirements catered for? Yes 1

How do you rate the packed lunches? N/A

Any other comments? Staff serving were friendly and helpful / accommodating.

SECTION 5: Centre Staff & Activities

How do you rate the Centre Staff / Instructors?

Helpful: 1 Professional: 1

Which Instructors were motivating / clear / enthusiastic?

Connell, Jack, Adam^(F) & Emma but all were approachable, encouraging + supportive of individual's needs.

How do you rate the activities? 1, except camp crafts -

Not all children engaged / challenged. A long time sitting.

How do you rate the activity equipment? 1

What were your pupil's favourite activities? Ziplines, kayaking, abseiling, archery, rock climbing, blind trail -

Are there any new activities you would like Manor Adventure to offer? shelter building, making own fires, cooking camp foods.

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

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *Activities, instructors, organised activities + meal times.*

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

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

Excellent 1. Well worth the money.

Will you be considering a further visit with Manor Adventure?

Definitely.

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

Will recommend to other. Talented and lovely staff. Best school trip - EVER! ☺

Where did you hear of Manor Adventure? *Colleagues. Previous schools.*

What were the reasons for choosing Manor Adventure?

Carlingwark (previous outdoor ed centre) closed that we used to visit annually.

Which centre did you visit last year? *above &*

What other visits does your school organise?

SECTION 7

Do you know of any other schools or colleagues who may be interested in visiting any of our centres?

Name:

Name:

Address:

Address:

manor adventure

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

manor adventure

COURSE REPORT FORM

Culmington Manor
Abernant Lake Hotel
Lockerbie Manor

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