

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: 20-22nd Nov  
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? Yes

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: 2 Fire Drill: 2

Room Allocation: 2 Introductory Talk: 2

### SECTION 3: Centre Facilities:

Pupil Accommodation: 1 Teacher Accommodation: 1

Washing & Toilet Facilities: 1 Cleanliness / Hygiene: 2

The Grounds: 1 Catering: 1

Were there any accommodation problems? No

Standard of cleanliness / tidiness? (teacher & pupil)

1 + 1

Standard of Furnishing? 2

### SECTION 4: Meals

Were the meals of an adequate standard? Yes

Was there enough to eat? Yes

Was the food served promptly? Yes

Were all dietary requirements catered for? Yes

How do you rate the packed lunches? Didn't have any

Any other comments? Make timings longer for dining rooms on 2 occasions there was no room for our children to sit down.

### SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: 1 Professional: 1

Which Instructors were motivating / clear / enthusiastic?

All

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? All

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

N/A

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

N/A

**SECTION 6: Overall Assessment**

Which aspect of your stay was most enjoyed? *Teachers room and all friendly helpful staff*

Which aspect of your stay was least enjoyed? *Tips to A&E*

How do you rate the overall product on a value for money basis? *1*

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

Have you any further general comments which you feel would be useful to us?  
*We would have found it useful to have a pool car that teachers could use*

Where did you hear of Manor Adventure? *been before*

What were the reasons for choosing Manor Adventure?  
*We come every year + we love it*

Which centre did you visit last year? *Lockerbie & Warsey*

What other visits does your school organise?  
*football tours*

**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: .....

**manor adventure**

Head office: Culmington Manor, Craven Arms, Shropshire, SY7 9BY  
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# 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