

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: LOCKSBIE MANOR DATES: 8/11/19

NAME OF ACCOMMODATION: MAN HOUSE

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?

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

Did he provide a fair description of our centre and product? NA

How professional was the Presentation Evening? NA

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? NA

### SECTION 2: Arrivals

General Welcome: 1 Fire Drill: 1

Room Allocation: 1 Introductory Talk: 1

### SECTION 3: Centre Facilities:

Pupil Accommodation: 3 Teacher Accommodation: 1

Washing & Toilet Facilities: 3 Cleanliness / Hygiene: 3

The Grounds: 1 Catering: 1

Were there any accommodation problems? smell of drains in

one room, blinds missing in some rooms, mould on teacher's ceiling above shower.

Standard of cleanliness / tidiness? (teacher & pupil) 3

Standard of Furnishing? 1

### SECTION 4: Meals

Were the meals of an adequate standard? 1

Was there enough to eat? 1

Was the food served promptly? 1

Were all dietary requirements catered for? 1

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: 1

Which Instructors were motivating / clear / enthusiastic?

Joe and Lewis on abseiling had very calm and friendly demeanours which the kids responded well to.

How do you rate the outdoor pursuits? 1

How do you rate the outdoor pursuit equipment? 2 (lots of arrows

w/ missing fletchings)

What were your pupil's favourite outdoor pursuits? Abseiling, fencing,

zipwire. (most favourite)

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?

**SECTION 6: Overall Assessment**

Which aspect of your stay was most enjoyed? *Staff v. helpful, friendly, nothing to much trouble.*

Which aspect of your stay was least enjoyed? *beds were very cold during canoeing - character building though!*

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, roll on 2 years!*

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

Where did you hear of Manor Adventure? *Previous visit.*

What were the reasons for choosing Manor Adventure? *Excellent organisation and wrap-around care.*

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

What other visits does your school organise? *single day visits around Euxubria - climbing Cat bells 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

# 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