

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: *7th October - 11th October 19*  
NAME OF ACCOMMODATION: *Pod Villages*

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?

*No*

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)? *Very Good*

Operations (Rooming, outdoor pursuit programmes, support)? *Very Good*

Preview visit to the centre?

### SECTION 2: Arrivals

General Welcome: *Very good* Fire Drill: *Very good*

Room Allocation: *Very good but we did do it ourselves* Introductory Talk: *Very good*

### SECTION 3: Centre Facilities:

Pupil Accommodation: *1* Teacher Accommodation: *1*

Washing & Toilet Facilities: *1* Cleanliness / Hygiene: *1*

The Grounds: *1* Catering: *2/3*

Were there any accommodation problems?

*No*

Standard of cleanliness / tidiness? (teacher & pupil)

*1*

Standard of Furnishing? *Staff room (pod) could be more comfortable in soft/comfy chairs instead of dining room chairs*

### SECTION 4: Meals

Were the meals of an adequate standard? *Overall yes however the vegetarian options could have been better*

Was there enough to eat? *Portion sizes for staff and pupils were the same*

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?

*Kids loved the desserts!*

### SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: *2* Professional: *2*

Which Instructors were motivating / clear / enthusiastic? *Chris was also very good with Geniere all week following the injury to her leg. Scott D., Chris, Joe, Matt, Connah, Sarah*

*The tall young gentleman in the kitchen was also great with kids/pupils. absolutely fantastic in helping with child who was unwell. Managed to locate the monitor to help us.*

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? *High ropes, blind trail, zip wire, obstacle course, paddle boarding, climbing, abseiling*

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

*No*

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

*No*

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *The activities*

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

*Changing meal times. A constant time would have been easier to manage. Some days we started at 5:10 others 5:40.*

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

*Very good*

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?

*A walkie talkie/radio at one of the staff pods would have been useful, particularly in an emergency.*

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

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

*Range of activities and facilities  
Ability to accommodate large numbers*

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

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 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