

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: *Lockherbie Manor* DATES: *9-11th October*
NAME OF ACCOMMODATION: *Manor 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? *Yes*

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

Clips of activities

If you had a visit from one of our School Journey Advisors: *N/A*

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

How professional was the Presentation Evening?

How did you rate our pre-visit administration?

Customer Services (Bookings, payments, support)? *Good*

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

Preview visit to the centre?

SECTION 2: Arrivals

General Welcome: *1 Very good* Fire Drill: *1*

Room Allocation: *1* Introductory Talk: *1 Good*

SECTION 3: Centre Facilities:

Pupil Accommodation: *Basic but what was needed* Teacher Accommodation: *Very good*

Washing & Toilet Facilities: *Good (3)* Cleanliness / Hygiene: *4*

The Grounds: *Good - decking added* Catering: *Very good*

Were there any accommodation problems? *No*

Standard of cleanliness / tidiness? (teacher & pupil) *Boot room + added room - well organised/cleaned*

Standard of Furnishing? *Carpets lumpy, shutters on windows rattle. Rest of house good*

SECTION 4: Meals

Were the meals of an adequate standard? *Yes - very good*

Was there enough to eat? *Yes - very good amount*

Was the food served promptly? *Yes - very*

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: *1*

Which Instructors were motivating / clear / enthusiastic?

Adam + Adam, Connor, Matt, Scott, Owen, Jack, Montana, Simon, Lewis

How do you rate the outdoor pursuits? *Very good - 1 1/2 hrs but too long at times*

How do you rate the outdoor pursuit equipment? *Very good. New equipment - harnesses*

What were your pupil's favourite outdoor pursuits? *Obstacle course, abseiling/climbing, zipwire*

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?

Consider making some activities only 1hr

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *Activities. Closely followed by the food!*

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

How do you rate the overall product on a value for money basis? *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?
Had a fantastic few days. Very smooth transitions to activities and organisation of lots of children was excellent!

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

What were the reasons for choosing Manor Adventure? *Location. choice of activities*

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

What other visits does your school organise? *City residential + local overnight stay*

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
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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