

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: 9-11th Oct 2019  
NAME OF ACCOMMODATION: .....

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?

N/A

If you had a visit from one of our School Journey Advisors: N/A - no advisers as returning guests

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)? 1

Operations (Rooming, outdoor pursuit programmes, support)? 1

Preview visit to the centre? Didn't do this year as been before.

### SECTION 2: Arrivals

General Welcome: 1 Fire Drill: 1

Room Allocation: 1 Introductory Talk: 1

### SECTION 3: Centre Facilities:

Pupil Accommodation: 1 Teacher Accommodation: 1 \*Great!!

Washing & Toilet Facilities: 1 Cleanliness / Hygiene: 1

The Grounds: 1 Catering: 1

Were there any accommodation problems? None at all - we staying in the manor - but would also stay in the pods!

Standard of cleanliness / tidiness? (teacher & pupil) Excellent! No issues, but anything was sorted quickly no matter how small 😊

Standard of Furnishing? 1

### SECTION 4: Meals

Were the meals of an adequate standard? Yes - good portion sizes and staff were very friendly.

Was there enough to eat? Yes!!

Was the food served promptly? Yes!

Were all dietary requirements catered for? Yes - chips may have been helpful for our Autistic kids who have sensory issues with food - but this is minor.

How do you rate the packed lunches?

We didn't use packed lunches.

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?

Scott M. B. Chris (Australian) were fantastic - as last year. They made it for our kids.

How do you rate the outdoor pursuits? All great.

How do you rate the outdoor pursuit equipment? All great.

What were your pupil's favourite outdoor pursuits? Canoe, Kayak, Abseil, Zip Wire & Rifle shooting.

Are there any new outdoor pursuits you would like Manor Adventure to offer? N/A.

(Some of the high ropes courses available on the half week programme would be great...)

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? *The water activities and the Camp fire - Scott M & Chris too!*

Which aspect of your stay was least enjoyed? *N/A - all had an enjoyable stay for staff & pupils.*

How do you rate the overall product on a value for money basis? *£200 is very expensive for a half week trip, but we enjoy Lockerbie as an experience.*

Will you be considering a further visit with Manor Adventure? *Yes - possibly the pods?*

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

*Quick - too much sitting down for an hour and a half, or children get distracted very quickly. This is a very minor change 😊*

Where did you hear of Manor Adventure? *Stayed previously*

What were the reasons for choosing Manor Adventure? *Closer to our school (Lesmahagow) so less time spent travelling on a bus - also the buses are less expensive due to it being closer!*

Which centre did you visit last year? *Lockerbie*

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