

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: 11-13th Sept

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

How could we improve our website, www.manoradventure.com?
Nothing: Easy to navigate + informative

If you had a visit from one of our School Journey Advisors:
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: Good Fire Drill: Well - explained

Room Allocation: Introductory Talk: Covered well

SECTION 3: Centre Facilities:

Pupil Accommodation: Really Happy Teacher Accommodation: Good

Washing & Toilet Facilities: Clean Cleanliness / Hygiene: Good

The Grounds: Well kept Catering: Excellent ☺

Were there any accommodation problems? None. Just mad, annoying wasps!

Standard of cleanliness / tidiness? (teacher & pupil) Everything fine

Standard of Furnishing? Good

SECTION 4: Meals

Were the meals of an adequate standard? Meals were great!

Was there enough to eat? Easily

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? Food was hot, tasty + plentiful. No complaints at all.

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?
Helpful: Very Professional: Very

Which Instructors were motivating / clear / enthusiastic?
All were. Always helpful + dealt with any issues quietly + confidently

How do you rate the outdoor pursuits? V. Good

How do you rate the outdoor pursuit equipment? Good

What were your pupil's favourite outdoor pursuits? Blind Trail + Abseiling

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?
In the short time available, no.

NIC 9 SEPT 2019

manor adventure

COURSE REPORT FORM

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *Great activities + well led.*

Which aspect of your stay was least enjoyed? *Weather! Not your fault.*

How do you rate the overall product on a value for money basis? *Very good; although tried, never beaten for value.*

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?

Really pleased by how well staff talked to children who were distracted or not listening.

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

What were the reasons for choosing Manor Adventure? *As above.*

Confident of product delivered

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

What other visits does your school organise? *de Broutel*

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
Telephone: 01584 861333 Fax: 01584 861367 www.manoradventure.com

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