

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: 9/9 - 13/9/19  
NAME OF ACCOMMODATION: PV2

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? DIDN'T USE - BEEN BEFORE

How could we improve our website, www.manoradventure.com?  
UP TO DATE PHOTOS!

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)? 1  
Operations (Rooming, outdoor pursuit programmes, support)? 1  
Preview visit to the centre? N/A

**SECTION 2: Arrivals**

General Welcome: 1 Fire Drill: 1  
Room Allocation: 1 Introductory Talk: 1

**SECTION 3: Centre Facilities:**

Pupil Accommodation: 3 Teacher Accommodation: 2  
Washing & Toilet Facilities: 2 Cleanliness / Hygiene: 2  
The Grounds: 2 Catering: 2  
Were there any accommodation problems? SMOKE ALARM WENT OFF IN DOD 12! CHILDREN SAID NO HOT WATER AT TIMES  
Standard of cleanliness / tidiness? (teacher & pupil) MATRESSES COULD DO WITH CLEAN  
Standard of Furnishing? TEACHERS - MIRROR PLEASE

**SECTION 4: Meals**

Were the meals of an adequate standard? YES  
Was there enough to eat? YES  
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? CROWDED & NOISY DINING ROOM - FELT RUSHED

**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, CONNOR, SCOTT, KAT, CHRIS, MONTANA, ADAM (BARK HOR)  
How do you rate the outdoor pursuits? 1  
How do you rate the outdoor pursuit equipment? 2 - SOME EQUIPMENT NEEDING REFRESHED E.G. FENCING!  
What were your pupil's favourite outdoor pursuits? PADDLE BOARDING, CROTE SEAKING, 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?

WIC 9 SEPT 2019

# manor adventure

## COURSE REPORT FORM

### SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? TEACHERS - FOOD!

KIDS - WHEN THEY WERE ENCOURAGED TO TAKE PART AND GAINED A SENSE OF ACHIEVEMENT.

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

ABBY (TEACHER) - SPIDERS. CROWDED + NOISY DURING PA.

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

REASONABLE.

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 SCATING AREA AT LAKE FOR STAFF!

Where did you hear of Manor Adventure? .....

What were the reasons for choosing Manor Adventure? RANGE OF ACTIVITIES AND EXPERIENCES. NOT TOO FAR TO TRAVEL.

Which centre did you visit last year? LOCKERBIE MANOR

What other visits does your school organise? NONE

### 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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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