

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: *2-6th September*
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? *1*
How could we improve our website, www.manoradventure.com?
/

If you had a visit from one of our School Journey Advisors:

Did he provide a fair description of our centre and product? *yes but it was years ago*
How professional was the Presentation Evening? *N/A*

How did you rate our pre-visit administration?

Customer Services (Bookings, payments, support)? *5 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: *1*
The Grounds: *1* Catering: *1**

Were there any accommodation problems? *decking at pods is very slippery - could mats be added? A hook for each wet towel in pods would be good. Please add a small desk/table to teacher pod for paperwork (and for shelves) for medicines etc*
Standard of cleanliness / tidiness? (teacher & pupil)

Standard of Furnishing? *comfy chairs in teacher pods / even camping chairs would be easier to 'relax' on*

SECTION 4: Meals

Were the meals of an adequate standard? *excellent, 2*
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? */*

Any other comments? *kitchen staff were observant to pupils not eating a balanced meal and offered alternatives. Meals are very rushed when sharing dining room. 30mins with 42+5 staff in max numbers and very rushed.*

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?
Helpful: *2* Professional: *2*

Which Instructors were motivating / clear / enthusiastic?

Matt, Cat, Owen, Ashleigh, Stephen, Chris KIERAN

How do you rate the outdoor pursuits? *2*

How do you rate the outdoor pursuit equipment? *2 - eye covers are never washed. Crates are broken (Blind Trail)*

What were your pupil's favourite outdoor pursuits? *Raft Building, SUPs, Obstacle Course, Blind Trail, SURVIVAL*

Are there any new outdoor pursuits you would like Manor Adventure to offer? *Bigger zip line*

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

Our staff like to take part but never got a chance when with a group of 12. Our kids expect fun or

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *meals, disco, Pod life, water activities, new games on climbing wall*

Which aspect of your stay was least enjoyed?

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How do you rate the overall product on a value for money basis? *1*

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Will you be considering a further visit with Manor Adventure? *yes*

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

Adding a shelter at the water for chn sitting out and warm juice in between seasons would be good on the water

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Where did you hear of Manor Adventure? *rep came to school 2010*

What were the reasons for choosing Manor Adventure? *closer to home*

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Which centre did you visit last year? *✓*

What other visits does your school organise? *✓*

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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:

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Head office: Culmington Manor, Craven Arms, Shropshire, SY7 9BY
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W/C 2 SEP 2019

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