

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: MON 16 - FRI 20TH SEPT 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? ... Excellent

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? ... Excellent

How professional was the Presentation Evening? ... Excellent

How did you rate our pre-visit administration?

Customer Services (Bookings, payments, support)? ... Excellent

Operations (Rooming, outdoor pursuit programmes, support)? ... Excellent

Preview visit to the centre? .....

### SECTION 2: Arrivals

General Welcome: ... Excellent Fire Drill: ... Excellent

Room Allocation: ... Excellent Introductory Talk: ... Excellent

### SECTION 3: Centre Facilities:

Pupil Accommodation: Good \* Teacher Accommodation: Excellent

Washing & Toilet Facilities: Acceptable \*\* Cleanliness / Hygiene: Excellent

The Grounds: ... Excellent Catering: ... Excellent

Were there any accommodation problems? .....

Standard of cleanliness / tidiness? (teacher & pupil) ... Excellent

Standard of Furnishing? \* Pupil Storage would be good  
\*\* More showers & toilets in pupil rooms

### SECTION 4: Meals

Were the meals of an adequate standard? ... Excellent

Was there enough to eat? ... Yes

Was the food served promptly? ... Yes - and service was with a smile!

Were all dietary requirements catered for? ... Excellent - thank you

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: Excellent Professional: Excellent

Which Instructors were motivating / clear / enthusiastic?

All of the instructors have been superb

How do you rate the outdoor pursuits? ... Excellent - superb range of activities

How do you rate the outdoor pursuit equipment? ... Excellent

What were your pupil's favourite outdoor pursuits? ... High ropes / water activities, zip wire, archery

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

No - delighted with what's on offer

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

Maybe switch high ropes/zip wire to a longer slot to allow all children to have at least one go.

**SECTION 6: Overall Assessment**

Which aspect of your stay was most enjoyed? *Whole week has been just superb for us and thanks for the sunshine too!*

Which aspect of your stay was least enjoyed? *✓*

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

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 bottom sheet on beds in childrens rooms would be helpful we feel.  
A few chairs in the corridors would be good.*

Where did you hear of Manor Adventure? *Other schools colleagues*

What were the reasons for choosing Manor Adventure? *Great reputation*

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

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: .....



Head office: Culmington Manor, Craven Arms, Shropshire, SY7 9BY  
Telephone: 01584 861333 Fax: 01584 861367 www.manoradventure.com

NIC 16 SEPT 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