

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: *23rd to 26th September*

NAME OF ACCOMMODATION: *Lockerbie Manor*

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?

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

Did he provide a fair description of our centre and product? *I wasn't aware this was available*
How professional was the Presentation Evening? *was available*

How did you rate our pre-visit administration?

Customer Services (Bookings, payments, support)? *Excellent - 1*
Operations (Rooming, outdoor pursuit programmes, support)? *Usually 1-3 on this* occasion due to wrong rooming template being sent & dorms needing rearranged*
Preview visit to the centre? *N/A as we have attended since opening*

SECTION 2: Arrivals

General Welcome: *1* Fire Drill: *1*

Room Allocation: *- See above - 3* Introductory Talk: *1*

SECTION 3: Centre Facilities:

Pupil Accommodation: *2* Teacher Accommodation: *2*

Washing & Toilet Facilities: *2* Cleanliness / Hygiene: *2*

The Grounds: *1* Catering: *1*

Were there any accommodation problems? *No*

Standard of cleanliness / tidiness? (teacher & pupil) *2*

Standard of Furnishing? *2*

SECTION 4: Meals

Were the meals of an adequate standard? *1*

Was there enough to eat? *1*

Was the food served promptly? *1*

Were all dietary requirements catered for? *1 - Catering staff were very*

accommodating regarding medical/allergy conditions, including advance planning

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: *1* Professional: *1*

Which Instructors were motivating / clear / enthusiastic?

*Adam Chris Natalie Ashleigh Calum Connor Joe Lewis
Matt Mariana Owen Simon*

How do you rate the outdoor pursuits? *1*

How do you rate the outdoor pursuit equipment? *1*

What were your pupil's favourite outdoor pursuits? *SUP Obstacle Course
Abseiling*

Are there any new outdoor pursuits you would like Manor Adventure to offer?
Already a great choice

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

WLC 23 SEPT 2019

manor adventure

COURSE REPORT FORM

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed?

Activities & motivational instructors

Which aspect of your stay was least enjoyed?

/

How do you rate the overall product on a value for money basis? *2*

Will you be considering a further visit with Manor Adventure? *Yes, already*

booked for next year

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

Checks in children's dorms would be useful. Clear kit lists in dorms would also be useful. Some instructors said the "3 buyers" included a waterproof whilst others said it didn't.

Where did you hear of Manor Adventure? *Originally online. We have attended since its opening*

What were the reasons for choosing Manor Adventure?

Great facilities, activities & pre arrival support

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

What other visits does your school organise? *This is the only residential trip we 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
Telephone: 01584 861333 Fax: 01584 861367 www.manoradventure.com

For



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