

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: *Lackstone* DATES: *27th Feb - 1st March '19*

NAME OF ACCOMMODATION: *Lackstone 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?

How professional was the Presentation Evening?

How did you rate our pre-visit administration?

Customer Services (Bookings, payments, support)? *Very Good*

Operations (Rooming, outdoor pursuit programmes, support)? *Very Good*

Preview visit to the centre?

SECTION 2: Arrivals

General Welcome: *Very Good* Fire Drill: *Very Good*

Room Allocation: *Very Good* Introductory Talk: *Very Good*

SECTION 3: Centre Facilities:

Pupil Accommodation: *Very Good* Teacher Accommodation: *Very Good*

Washing & Toilet Facilities: *Very Good* Cleanliness / Hygiene: *Very Good*

The Grounds: *Very Good* Catering: *Very Good*

Were there any accommodation problems? *No*

Standard of cleanliness / tidiness? (teacher & pupil)

Very Good

Standard of Furnishing?

Good

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?

Any other comments?

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: Professional:

Which Instructors were motivating / clear / enthusiastic?

Yes

How do you rate the outdoor pursuits? *Very good. Smaller groups would*

have allowed more activity time for the ppl who were very

well supported. Thank you! ☺

How do you rate the outdoor pursuit equipment?

Very good

What were your pupil's favourite outdoor pursuits?

Zip wire, Bivi and Rifle

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

Obstacle course

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

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *Overall, our visit was very positive.*

Which aspect of your stay was least enjoyed?

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

Yes

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?

Display wifi code for teachers so they don't need to hand devices/phones etc to staff.

Where did you hear of Manor Adventure? *Have visited over the last few years.*

What were the reasons for choosing Manor Adventure?

*Previous visit
Travelling low*

Which centre did you visit last year?

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:

manor adventure

Head office: Culmington Manor, Craven Arms, Shropshire, SY7 9BY
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WIC 25 FEB 19

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