

We constantly strive to improve our high standards. Your comment is important to us and will be assessed by our management team.

SCHOOL: [REDACTED] PARTY LEADER: [REDACTED]

CENTRE: Lockhart Manor DATES: 4-6 Feb 19

NAME OF ACCOMMODATION: Lockhart 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? N/A

How professional was the Presentation Evening?

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: 2

Room Allocation: 1 Introductory Talk: 2

**SECTION 3: Centre Facilities:**

Pupil Accommodation: 1 Teacher Accommodation: 1

Washing & Toilet Facilities: 1 Cleanliness / Hygiene: 1

The Grounds: 1 Catering: 1

Were there any accommodation problems? No

Standard of cleanliness / tidiness? (teacher & pupil) 1

Standard of Furnishing? 1

**SECTION 4: Meals** Excellent

Were the meals of an adequate standard? Yes - Great

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? Staff very helpful - Chris

**SECTION 5: Centre Staff & Outdoor Pursuits** Manager visible & friendly

How do you rate the Centre Staff / Instructors?

Helpful: 1 Professional: 1

Which Instructors were motivating / clear / enthusiastic?  
Adam, Connor, Montana, Joe

How do you rate the outdoor pursuits? 2

How do you rate the outdoor pursuit equipment? 2  
Could do with more outdoor equip + Shelter.

What were your pupil's favourite outdoor pursuits?  
Low Ropes

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

Do you have any suggestions on how we could improve our product or outdoor pursuits?  
As you know, dining room is too small for the number of children.

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *All of it*

Which aspect of your stay was least enjoyed? *None*

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

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?

*One night, session 5, could be a quiz or problem solving indoors with another school - mixed teams. Don't know, may not work.*

Where did you hear of Manor Adventure? *Ben below*

What were the reasons for choosing Manor Adventure? *Location and activities offered.*

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

What other visits does your school organise? *Castlemore Castle Douglas - Dumfries & Galloway - Council (Watersports)*

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**

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WIC 4 FEB 19

# manor adventure

## COURSE REPORT FORM

PLEASE COMPLETE AND RETURN TO RECEPTION BY 10 AM ON DEPARTURE DAY



Culmington Manor, England



Lockerbie Manor, Scotland



Abernant Lake Hotel, Wales

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