

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: 25/02 - 1/03 2014

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? 1

How could we improve our website, www.manoradventure.com?
VERY INFORMATIVE

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? N/A

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 - VERY FRIENDLY Fire Drill: 1 - WELL ORGANISED

Room Allocation: 1 - ALL CLEAN + GIVEN FLOOR REQUESTED Introductory Talk: 1 - THOM WAS VERY CLEAR + CONCISE

SECTION 3: Centre Facilities:

Pupil Accommodation: 1 Teacher Accommodation: 1

Washing & Toilet Facilities: 1 Cleanliness / Hygiene: 1

The Grounds: 1 - BEAUTIFUL - WELL MAINTAINED Catering: 1 - STAFF SO CONSIDERATE + HELPFUL

Were there any accommodation problems? NO

Standard of cleanliness / tidiness? (teacher & pupil) 1 - NO ISSUES

Standard of Furnishing? VERY SUITABLE + SOLID (1)

SECTION 4: Meals

Were the meals of an adequate standard? MEALS PROVIDED TOOK ACCOUNT OF ALL NEEDS / DIETS - GOOD QUALITY - YES - GOOD PORTIONS + LEFTOVERS OFFERED (1)

Was there enough to eat? (1) ALWAYS

Was the food served promptly? (1) ALWAYS

Were all dietary requirements catered for? YES (1)

How do you rate the packed lunches? N/A

Any other comments? THANK YOU TO ALL STAFF BE HELPFUL, CHECKERFUL SERVICE

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?
Helpful: 1 Professional: 1

Which Instructors were motivating / clear / enthusiastic? (1) CRAIG ADAMS (SI) THOM (SI) CONNAR CURRIE CAT LEWIS STEPHEN, SOTT M - SOTT - ALL DESERVE SPECIAL CREDIT

How do you rate the outdoor pursuits? (1) ALL OF A GOOD QUALITY

How do you rate the outdoor pursuit equipment? WELL MAINTAINED, GOOD QUALITY

What were your pupil's favourite outdoor pursuits? HIGH ROPES, BUNDO TRAIN, CRATE STACK, ZIPWIRE, WATER ACTIVITIES, OBSTACLE COURSE, ABSTAINING! CLIMBING, DIVING

Are there any new outdoor pursuits you would like Manor Adventure to offer? NO

Do you have any suggestions on how we could improve our product or outdoor pursuits? WET SUITS FOR WATER ACTIVITIES - ESPECIALLY IN WINTER

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *Welcoming Manner + Caring Ethics of Staff Throughout*

Which aspect of your stay was least enjoyed? *Drying Room
COULD STILL BE IMPROVED*

How do you rate the overall product on a value for money basis? *EXCELLENT VALUE FOR WIDE-RANGING ACTIVITIES*

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 FEW MORE TABLES FOR DINING ROOM
(SOME SCHOOLS ARE + REMAINED - WE COULD NOT
GET SEATS AT SOME POINTS)*

Where did you hear of Manor Adventure? *Previous Visits*

What were the reasons for choosing Manor Adventure? *GREAT STAFF -
FAMOUS ACTIVITIES, VALUE FOR MONEY*

Which centre did you visit last year? *HERE*

What other visits does your school organise? *ALL OTHERS IN
CENTRAL BELT*

SECTION 7

** ALL STAFF WISH TO THANK BEN
FOR VERY HANDS ON APPROACH + HIGH LEVEL OF INTEREST*

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? *SHOWN IN PUPILS
WELL BEING + ENJOYMENT*

Name: Name:

Address: Address:

manor adventure

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

WIC 25 FEB 2019

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