

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: LOCKBEE MANOR DATES: 4-6<sup>th</sup> Feb 2019

NAME OF ACCOMMODATION: PV 2

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? 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: 2 Fire Drill: 2

Room Allocation: 2 Introductory Talk: 2

### SECTION 3: Centre Facilities:

Pupil Accommodation: 2 Teacher Accommodation: 1

Washing & Toilet Facilities: 1 Cleanliness / Hygiene: 1

The Grounds: 1 Catering: 1

Were there any accommodation problems? Outside of pub very slippy in cold weather. Not heated area's up to scratch -4°C.

Standard of cleanliness / tidiness? (teacher & pupil) Very clean, would be useful to have a winter proof location to put bags for pupils rather than store in seats area

Standard of Furnishing? Some pods with no blinds.

### SECTION 4: Meals

Were the meals of an adequate standard? Best food on a residential!

Was there enough to eat? Pleanty

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? No

### SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: 1 Professional: 1

Which Instructors were motivating / clear / enthusiastic?

Conah, Chris, Scott C, Tom (Wtst) (Australia)

How do you rate the outdoor pursuits? Really pleased with all pursuits except Camp Craft - survival is much more engaging

How do you rate the outdoor pursuit equipment? Good & clean

What were your pupil's favourite outdoor pursuits? Abseiling, liddle skating, mountain biking

Are there any new outdoor pursuits you would like Manor Adventure to offer? Hunt the teacher / guide / leader

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? *Social setting of the pd village,  
getting to be kids.*

Which aspect of your stay was least enjoyed? *The fair.*

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

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?

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

What were the reasons for choosing Manor Adventure? *Outstanding time in  
Feb 2018.*

Which centre did you visit last year? *This one.*

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**

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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



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