

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: Locksbie Manor DATES: 28.01.19 - 30.01.19

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? 2 / didn't see a brochure

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

I haven't looked at website

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

Did he provide a fair description of our centre and product? 2

How professional was the Presentation Evening? 2

How did you rate our pre-visit administration?

Customer Services (Bookings, payments, support)? This was done through

Operations (Rooming, outdoor pursuit programmes, support)? The office so I don't know

Preview visit to the centre? .....

### SECTION 2: Arrivals

General Welcome: 1 Fire Drill: 1

Room Allocation: 1 Introductory Talk: 1

### SECTION 3: Centre Facilities:

Pupil Accommodation: 2 Teacher Accommodation: 1

Washing & Toilet Facilities: 2 Cleanliness / Hygiene: 2

The Grounds: 1 Catering: 1

Were there any accommodation problems? .....

No

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

Very well maintained

Standard of Furnishing? .....

Good standard

### SECTION 4: Meals

Were the meals of an adequate standard? .....

Yes - very enjoyable

Was there enough to eat? .....

Yes - a lot when for seconds too!

Was the food served promptly? .....

Yes

Were all dietary requirements catered for? .....

Yes

How do you rate the packed lunches? .....

Didn't have packed lunches

Any other comments? .....

### SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: 1 Professional: 2

Which Instructors were motivating / clear / enthusiastic?

Conah and Cat  
Stephen (Stev), Adam

How do you rate the outdoor pursuits? .....

Very good

How do you rate the outdoor pursuit equipment? .....

Would have been good if walking boots, waterproofs and fleeces were provided as a lot of children didn't have suitable clothing.

What were your pupil's favourite outdoor pursuits? Kayaking/Canoeing, blind trail, zip line, obstacle

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

George walking

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? .....

*Variety of activities*

Which aspect of your stay was least enjoyed? .....

*The cold!*

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

*Very good value*

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?

*It was really the clothing issue as a lot of children don't have the right things for these events so if they were provided it would have been easier. (I know this would result in costing more though!)  
Where did you hear of Manor Adventure? *Word of mouth**

What were the reasons for choosing Manor Adventure? .....

*Variety of activities and value for money.*

Which centre did you visit last year? *Annan outdoor centre*

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 28 JAN 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