

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: Lockhart DATES: 22/07 - 26/07

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? N/A

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

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)?

Operations (Rooming, outdoor pursuit programmes, support)?

Preview visit to the centre?

SECTION 2: Arrivals

General Welcome: friendly + helpful Fire Drill: Yr's were told where to go if regular

Room Allocation: Sheet was easy to use Introductory Talk: informative + helpful

SECTION 3: Centre Facilities:

Pupil Accommodation: Very good - slightly cramped to some Teacher Accommodation: Brilliant - Great rooms + bathrooms

Washing & Toilet Facilities: Very good Cleanliness / Hygiene: very good

The Grounds: Easy to navigate + not too far from Catering: Best food I've had from an activity centre!

Were there any accommodation problems?
No

Standard of cleanliness / tidiness? (teacher & pupil)

Standard of Furnishing? Some mattresses were a bit uncomfortable

SECTION 4: Meals

Were the meals of an adequate standard? The food was brilliant

Was there enough to eat? Bigger portions would have been a benefit

Was the food served promptly? Yes

Were all dietary requirements catered for? Yes - we had young person who would only eat plain chicken - this was catered for.

How do you rate the packed lunches? N/A

Any other comments?

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: 10 Professional: 10

Which Instructors were motivating / clear / enthusiastic?

Chris, Thom, Neil, Adam (manager), Calum, Cat, Matt, Joe, Scott M, Scott D, Luke

How do you rate the outdoor pursuits? Very good activities. Some weren't as good as others e.g. Manor/O

How do you rate the outdoor pursuit equipment? Brilliant

What were your pupil's favourite outdoor pursuits? Kayake, SUP, Canoeing, Zip, Grate Stack (most liked water activities)

Are there any new outdoor pursuits you would like Manor Adventure to offer? A slightly larger high ropes if possible.

Do you have any suggestions on how we could improve our product or outdoor pursuits? No

N/C 22 JULY 2019



SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? Water activities

Which aspect of your stay was least enjoyed?

Disco

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

N/A

Will you be considering a further visit with Manor Adventure?

Definitely

Have you any further general comments which you feel would be useful to us?

Where did you hear of Manor Adventure?

What were the reasons for choosing Manor Adventure?

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

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manor adventure

COURSE REPORT FORM

For



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