

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: 19-21st June

NAME OF ACCOMMODATION: 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? BEEN BEFORE - DIDN'T USE

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?

How professional was the Presentation Evening?

How did you rate our pre-visit administration?

Customer Services (Bookings, payments, support)? VERY GOOD + HELPFUL

Operations (Rooming, outdoor pursuit programmes, support)? " " "

Preview visit to the centre?

SECTION 2: Arrivals

General Welcome: VERY GOOD Fire Drill: GOOD

Room Allocation: EXCELLENT Introductory Talk: VERY GOOD

SECTION 3: Centre Facilities:

Pupil Accommodation: VERY GOOD Teacher Accommodation: VERY GOOD

Washing & Toilet Facilities: VERY GOOD Cleanliness / Hygiene: VERY GOOD

The Grounds: EXCELLENT Catering: EXCELLENT

Were there any accommodation problems? NO

Standard of cleanliness / tidiness? (teacher & pupil) VERY GOOD

Standard of Furnishing? VERY GOOD

SECTION 4: Meals

Were the meals of an adequate standard? FOOD WAS EXCELLENT & STAFF VERY HELPFUL IN CATERING TO NEEDS

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?

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: 1 Professional: 1

Which Instructors were motivating / clear / enthusiastic?

All of them :)

How do you rate the outdoor pursuits? EXCELLENT

How do you rate the outdoor pursuit equipment? EXCELLENT

What were your pupil's favourite outdoor pursuits? Climbing, fencing,

canoeing, kayaking, obstacle course, low ropes, abseiling, fencing & archery - everything was really enjoyed!

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?

No

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *Activities*

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

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

Will you be considering a further visit with Manor Adventure? *BOOKED ALREADY*

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

ALL STAFF HAVE MADE OUR VISIT VERY ENJOYABLE

Where did you hear of Manor Adventure? *BEEN BEFORE*

What were the reasons for choosing Manor Adventure? *BEEN BEFORE & ENJOYED IT*

Which centre did you visit last year? *LOCKERBIE*

What other visits does your school organise? *WASDALE HALL YHA, WASTWATER*

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 17 JUNE 2019

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