

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* DATES: *10/6/19 - 14/6/19*

NAME OF ACCOMMODATION: *Pod Village 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 (2) I don't see it on web*

How could we improve our website, www.manoradventure.com?
It is good - I use it to let parents get more information

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)?
Operations (Rooming, outdoor pursuit programmes, support)?
Preview visit to the centre? *N/A*

SECTION 2: Arrivals

General Welcome: *1* Fire Drill: *2*
Room Allocation: *2* Introductory Talk: *2*

SECTION 3: Centre Facilities:

Pupil Accommodation: *1* Teacher Accommodation: *1*
Washing & Toilet Facilities: *1* Cleanliness / Hygiene: *1*
The Grounds: *1* Catering: *1*

Were there any accommodation problems? *Any questions/issues dealt with quickly and effectively as curtains, small amount of writing in pod.*

Standard of cleanliness / tidiness? (teacher & pupil) *2*
Standard of Furnishing? *2*

SECTION 4: Meals

Were the meals of an adequate standard? *Yes*

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?
Very impressed with the consistency of high quality instruction and enthusiasm.

How do you rate the outdoor pursuits? *1 It is good to see some new / fresh additions / improvements.*

How do you rate the outdoor pursuit equipment? *2 -> 4 some v good but others just ok - eg falls for falling / cages / canvas (only just enough for people).*

What were your pupil's favourite outdoor pursuits?
I can inform you of this in a mts after systematic to / pils

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

Do you have any suggestions on how we could improve our product or outdoor pursuits?
We enjoyed the camp fire.

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *Approachable and helpful staff*

Which aspect of your stay was least enjoyed?

How do you rate the overall product on a value for money basis? *(2)*

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?

Drying room an issue (same for many centres) due to numbers / size offer / put up some lines or air driers in pod villages. Short first activity due to arrival intro. (do quicker / short activity). Cays for raft and paddle board needed as in previous years.

Where did you hear of Manor Adventure? *repeat school*

What were the reasons for choosing Manor Adventure? *Work with you to offer best programme.*

Which centre did you visit last year? *Lockerbie*

What other visits does your school organise? *Lots - ski, bushcraft, city, ~~bus~~ tours, day visits*

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:



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

W/C 10 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