

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: 12-14 JUNE 19

NAME OF ACCOMMODATION: MANOR FLOOR A

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? LONGER VIDEOS TO SHOWCASE YOUR SITES (WILL HELP WHEN SELLING TRIP TO PARENTS)

If you had a visit from one of our School Journey Advisors: Did he provide a fair description of our centre and product? YES

How professional was the Presentation Evening? N/A

How did you rate our pre-visit administration? Customer Services (Bookings, payments, support)? 2 Operations (Rooming, outdoor pursuit programmes, support)? 4 Preview visit to the centre? N/A

SECTION 2: Arrivals

General Welcome: 1 Fire Drill: 1

Room Allocation: 1 Introductory Talk: 1

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? BROKEN FLUSH FIXED STRAIGHT AWAY

Standard of cleanliness / tidiness? (teacher & pupil) 1

Standard of Furnishing? 1

SECTION 4: Meals

Were the meals of an adequate standard? 1

Was there enough to eat? 1

Was the food served promptly? 1

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? MOST INSTRUCTORS WERE MOTIVATING, CLEAR AND ENTHUSIASTIC

How do you rate the outdoor pursuits? 1

How do you rate the outdoor pursuit equipment? 1

What were your pupil's favourite outdoor pursuits? OC B-TRAIL, ROCK CLIMBING, ABSEILING

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? Informed before Activity (concerning & laughing) about amount of layers (not in info we were given) would have helped for 40 minutes (like skating due to children winter could back and had to see in sub-zero)

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? ACTIVITIES

Which aspect of your stay was least enjoyed? IE'S

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?

Where did you hear of Manor Adventure? PARTY LEADER BEEN BEFORE

What were the reasons for choosing Manor Adventure? CULTURAL ACTIVITIES

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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WIC 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