

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: 17-21 JUNE 2019
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
How could we improve our website, www.manoradventure.com?
CREATE PASSWORDS FOR SCHOOLS & food ITINERARY ONLINE
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? EXCELLENT
How did you rate our pre-visit administration?
Customer Services (Bookings, payments, support)? EXCELLENT
Operations (Rooming, outdoor pursuit programmes, support)? EXCELLENT
Preview visit to the centre? N/A

SECTION 2: Arrivals

General Welcome: Excellent Fire Drill: YES
Room Allocation: ✓ Introductory Talk: ✓

SECTION 3: Centre Facilities:

Pupil Accommodation: Excellent Teacher Accommodation: ✓
Washing & Toilet Facilities: ✓ Cleanliness / Hygiene: ✓
The Grounds: ✓ Catering: ✓ (smiley face)
Were there any accommodation problems? NONE
PERHAPS EMPTY BIG BIN PARTWAY THROUGH A WEEKLY STAY
Standard of cleanliness / tidiness? (teacher & pupil) All good
Standard of Furnishing? All Good

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? HAVE A GENUINE Alternative for Vegis ie: Chicken Curry on menu - offer Vegi Curry
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: ✓ Professional: ✓
Which Instructors were motivating / clear / enthusiastic?
ADAM (SENIOR), THOM, CAT, SCOTT D, SCOTT M, PLUS OTHERS
How do you rate the outdoor pursuits? FIRST CLASS
How do you rate the outdoor pursuit equipment? Excellent
* GET A Couple of OUTSIZE HELMETS
What were your pupil's favourite outdoor pursuits? WATER SPORTS, EVENING WALK
Are there any new outdoor pursuits you would like Manor Adventure to offer?
CAVING
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? WATER SPORTS, EVENING WALK, Dedication & humour of instructors with children.

Which aspect of your stay was least enjoyed? Disgruntled staff member, poor approach to children. * (1 DAY)

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

Will you be considering a further visit with Manor Adventure? YES We will be back to Lockerbie in SEPTEMBER.

Have you any further general comments which you feel would be useful to us? Instructor input was a bit lengthy/wordy at first (over cautious on low ropes?) but this changed.

Where did you hear of Manor Adventure? EVC sourced company online

What were the reasons for choosing Manor Adventure? Market leader in residential stays

Which centre did you visit last year? Robinwood

What other visits does your school organise? Y2 CHET Y4 ROBINWOOD Y6 MANOR ADVENTURE

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: Address: Name: Address:

manor adventure

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

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