

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: 25th - 27th MARCH

NAME OF ACCOMMODATION: MANOR HOUSE

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?

Website clear & easy to follow

If you had a visit from one of our School Journey Advisors: N/A

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 2

Operations (Rooming, outdoor pursuit programmes, support)? 2

Preview visit to the centre? Didn't have one this time

SECTION 2: Arrivals

General Welcome: 2 Fire Drill: 3

Room Allocation: 3-4 Introductory Talk: 3

SECTION 3: Centre Facilities:

Pupil Accommodation: 2 Teacher Accommodation: 2

Washing & Toilet Facilities: 2 Cleanliness / Hygiene: 3

The Grounds: 2 Catering: 2 / 3

Were there any accommodation problems? NO - Room layout this year was fine. Prefer to be closer together.

Standard of cleanliness / tidiness? (teacher & pupil) Good elements of kitchen hygiene could be better. Trays & cutlery.

Standard of Furnishing? 3

SECTION 4: Meals

Were the meals of an adequate standard? Yes

Was there enough to eat? Yes

Was the food served promptly? Serving could be quicker maybe leave more time between groups.

Were all dietary requirements catered for? N/A

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: 2 Professional: 2

Which Instructors were motivating / clear / enthusiastic?

Adam & Scott at climbing wall

How do you rate the outdoor pursuits? 2

How do you rate the outdoor pursuit equipment? 2

What were your pupil's favourite outdoor pursuits? Climbing wall, Zipwire, rifles.

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

Quad bikes

Do you have any suggestions on how we could improve our product or outdoor pursuits?

Time of session 1 1/2 hrs can be too long. 1 hr 1/2 would be better.

W/C 25 MARCH 2019



manor adventure

COURSE REPORT FORM

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *The outdoor activities*

Which aspect of your stay was least enjoyed?

How do you rate the overall product on a value for money basis? *would like to*

see all activities included in costs

Will you be considering a further visit with Manor Adventure? *Yes already*

booked

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

More seating @ archery areas

Outside course could be longer

Where did you hear of Manor Adventure? *Recommended by others*

What were the reasons for choosing Manor Adventure? *Recommended*

Which centre did you visit last year? *Lockerbie Manor*

What other visits does your school organise? *Day trips to various*

places

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

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

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