

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: 18-22 MARCH 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? DIDN'T USE BROCHURE

How could we improve our website, www.manoradventure.com?

DIDN'T USE WEBSITE

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)? 1

Operations (Rooming, outdoor pursuit programmes, support)? 1

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? DOORS TO PODS CAN BE DIFFICULT TO CLOSE + LOCKS STICK.

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

Standard of Furnishing? 1

### SECTION 4: Meals

Were the meals of an adequate standard? YES

Was there enough to eat? MORE THAN ENOUGH

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? CATERING STAFF WERE VERY RESPONSIVE TO FUSSY EATERS.

### SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: 1 Professional: 1

Which Instructors were motivating / clear / enthusiastic?

CONNOR, SCOTT, THOM, ADAM, CAT, LEWIS, MONTANNA, STEPHEN, SIMON, JAKE

How do you rate the outdoor pursuits? 1

How do you rate the outdoor pursuit equipment? 1 (THE NEW SYSTEM ON THE HIGH ROPES IS HEAVY + TRICKY TO WORK)

What were your pupil's favourite outdoor pursuits? CHALLENGE COURSE, WATER SPORTS + HIGH ROPES.

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

Do you have any suggestions on how we could improve our product or outdoor pursuits? WET SUIT GLOVES + extra person on high ropes.

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? RAPPORT WITH INSTRUCTORS

Which aspect of your stay was least enjoyed? .....

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

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?  
HAVING OUR OWN DINING ROOM SPACE WAS A MASSIVE BONUS THIS YEAR

Where did you hear of Manor Adventure? RETURN VISIT

What were the reasons for choosing Manor Adventure? HAD A GREAT TIME LAST YEAR.

Which centre did you visit last year? LOCKERBIE MANOR

What other visits does your school organise?  
FORDOLL FIRS SCOUT CENTRE  
KINGSWOOD IN FRANCE

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: .....



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WIC 18 MARCH 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