

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: LOCKERSBIE MANOR DATES: 29-04-19

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? ①

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

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

Did he provide a fair description of our centre and product? ~~Yes~~ N/A

How professional was the Presentation Evening? ~~Excellent~~ N/A

How did you rate our pre-visit administration?

Customer Services (Bookings, payments, support)? Excellent 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: ③ Teacher Accommodation: ②

Washing & Toilet Facilities: ③ Cleanliness / Hygiene: ②

The Grounds: ② Catering: ①

Were there any accommodation problems? Some of the bathroom

require better ventilation. Tiles and corners of shower

need cleaned deeper and upper corridor carpet.

Standard of cleanliness / tidiness? (teacher & pupil) See above

Standard of Furnishing? Pupil beds very noisy

SECTION 4: Meals

Were the meals of an adequate standard? Excellent and very accommodating

Was there enough to eat? ① plenty

Was the food served promptly? ① Yes

Were all dietary requirements catered for? ① Yes

How do you rate the packed lunches? NA

Any other comments? Staff very kind to kids and encourage them to eat Excellent to have fruit available.

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: ① Professional: ①

Which Instructors were motivating / clear / enthusiastic?

Scott, Scott, Joe, Cat, Stephen, Calum

How do you rate the outdoor pursuits? ② some pupils found lots of standing around challenging

How do you rate the outdoor pursuit equipment? ①

What were your pupil's favourite outdoor pursuits? low ropes, water sports
Zipline

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?

W/C 29 APR 2019

manor adventure

COURSE REPORT FORM

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? Food

Which aspect of your stay was least enjoyed? MANOR NEEDS TO RECYCLE

*- food waste
- cardboard
- plastic*

How do you rate the overall product on a value for money basis? 1

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?

If possible climb and abseil could have 2 instructors to help get started quicker

Send set groups for dinner at consistent time

as if breakfast first the lunch last the dinner first

Where did you hear of Manor Adventure? means kids have big gaps

What were the reasons for choosing Manor Adventure? Previous experience

Water on a Friday was stressful for pupils

Which centre did you visit last year? Lockerbie

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

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