

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: 20TH - 23RD MAY 2019

NAME OF ACCOMMODATION: POO VILLAGE 1

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?
..... 1

If you had a visit from one of our School Journey Advisors:
Did he provide a fair description of our centre and product?
We would have liked an advisor but this opportunity is only available for first-time visits. (different staff / children / parents each time)
How professional was the Presentation Evening?
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: ** drain smell in girls shower room* Cleanliness / Hygiene: 1

The Grounds: 1 Catering: 1
** daily cleaning of toilet block please*

Were there any accommodation problems? *shower door (girls block / first left) lock jammed with child inside. small window curtains to block early morning light.*
Standard of cleanliness / tidiness? (teacher & pupil) 1

1 except toilet block wasn't cleaned daily

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? 1

How do you rate the packed lunches? n/a

Any other comments? *fabulous - need to diet now - thank you.*

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?
Helpful: 1 Professional: 1

Which Instructors were motivating / clear / enthusiastic?
** all instructors were A1 the children were consistently motivated.*

How do you rate the outdoor pursuits? 1

How do you rate the outdoor pursuit equipment? 1 *we love the idea of the 'massive' paddle board you may invest in.*

What were your pupil's favourite outdoor pursuits? *paddle boarding / watersports / climbing / bikes*

Are there any new outdoor pursuits you would like Manor Adventure to offer?
group paddle boards / zorbing

Do you have any suggestions on how we could improve our product or outdoor pursuits?
everything was of a fabulous standard.

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *activities, food*

Which aspect of your stay was least enjoyed? */*

How do you rate the overall product on a value for money basis? *expensive but worth it*

Will you be considering a further visit with Manor Adventure? *Yes, same week next year, as normal, please.*

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

Children were praised by ~~the~~ all staff-catering, instructors etc. for their manners, effort and attitude which encouraged them.

Where did you hear of Manor Adventure? *previous visit*

What were the reasons for choosing Manor Adventure? *quality of accommodation (pods), food, facilities and of course the wide range of activities.*

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

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
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W/C 20 MAY 2019

manor adventure

COURSE REPORT FORM

PLEASE COMPLETE AND RETURN TO RECEPTION BY 10 AM ON DEPARTURE DAY



Culmington Manor, England



Lockerbie Manor, Scotland



Abernant Lake Hotel, Wales

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