

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: 1st Oct - 4th Oct

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? 2

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

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)? N/A

Operations (Rooming, outdoor pursuit programmes, support)? N/A

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: 2

Washing & Toilet Facilities: 3 Cleanliness / Hygiene: 2

The Grounds: 1 Catering: 2

Were there any accommodation problems? one staff shower between

4, without socket could be improved. Heating could be improved.

Standard of cleanliness / tidiness? (teacher & pupil) 3 good cleanliness in pods.

but sickness was not cleaned up fully/effectively. Soap should have been in every toilet, we had to ask for some.

Standard of Furnishing? 2

SECTION 4: Meals

Were the meals of an adequate standard? 2

Was there enough to eat? yes, but more veg could be available at meal times

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? /

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: 2 Professional: 2

Which Instructors were motivating / clear / enthusiastic?

Chris, Joe, Matt, Lewis

How do you rate the outdoor pursuits? 2

How do you rate the outdoor pursuit equipment? 1 - All are good

except manor olympics, many children felt this was a time filler.

What were your pupil's favourite outdoor pursuits? zip line, high ropes,

climbing, abseiling, obstacle course

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?

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *wide range of the activities*

Which aspect of your stay was least enjoyed? *the toilet facility at the pods*

How do you rate the overall product on a value for money basis? *v. 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?

*- some together time around the fire
- more places to gather together e.g. use of canteen, group room*

Where did you hear of Manor Adventure? *usual school residential*

What were the reasons for choosing Manor Adventure? *" "*
This is our usual residential destination

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

What other visits does your school organise? *no overnight trips*

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

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