

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: 23-26 Sept

NAME OF ACCOMMODATION:

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?

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?

How professional was the Presentation Evening?

How did you rate our pre-visit administration?

Customer Services (Bookings, payments, support)? Excellent

Operations (Rooming, outdoor pursuit programmes, support)?

Preview visit to the centre? NO

SECTION 2: Arrivals

General Welcome: Excellent Fire Drill: Good

Room Allocation: Good Introductory Talk: Good

SECTION 3: Centre Facilities:

Pupil Accommodation: Lovely Teacher Accommodation: Lovely

Washing & Toilet Facilities: Excellent Cleanliness / Hygiene: Excellent

The Grounds: Excellent Catering: Excellent

Were there any accommodation problems? 2nd teacher pod radiators weren't working but natalie got me another one

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

(Trolley holder in cubicle for showers would be good)

Standard of Furnishing? Excellent

SECTION 4: Meals

Were the meals of an adequate standard? Fabulous

Was there enough to eat? Penty

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? The food was amazing and the staff were lovely too!

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: VERY Professional: VERY

Which Instructors were motivating / clear / enthusiastic?

Scott M, Connor, Cat, Montanan, Lewis

All staff were so enthusiastic and helpful!

How do you rate the outdoor pursuits? Excellent

How do you rate the outdoor pursuit equipment? Excellent and well

maintained

What were your pupil's favourite outdoor pursuits? Crate stack / Abseiling / Blind trail / Kayaking / Raft building / Zip wire / Low ropes

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?

Your staff are great and really make the whole experience good for staff and children. Thankyou!

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *All of it*

Which aspect of your stay was least enjoyed? *The rain!*

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

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

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

*- On arrival it would be good to have half an hour before activities start as it was very rushed.
- Break before mealtimes rather than after so time to change if wet.*

Where did you hear of Manor Adventure? *Another school*

What were the reasons for choosing Manor Adventure? *location - safety - activities - staff*

Good to see improvements such as barriers + ~~safety~~ new equipment / courses

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

WIC 23 SEPT 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