

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: 9-13th Sept
NAME OF ACCOMMODATION: Lockerbie Manor

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

How could we improve our website, www.manoradventure.com?
Kids really liked the videos that you have added

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)? 1

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

Preview visit to the centre? Didn't

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? No

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

Standard of Furnishing? 1 - apart from fact its hard to fill kettle in staff bedroom with the tap we worked around it.

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? More than! Our fussy eater had no issues and kitchen so accomodating

How do you rate the packed lunches? N/A

Any other comments? Food has always been excellent but did notice an extra step up this year (i.e. quality of fruit) Brill

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: 1 Professional: 1 FANTASTIC :)

Which Instructors were motivating / clear / enthusiastic?

All but Cat, Emma, Chris, Calum mentioned by kids a lot.

How do you rate the outdoor pursuits? 1

How do you rate the outdoor pursuit equipment? 1

What were your pupil's favourite outdoor pursuits? SUPS, Muddy obstacle Course! Blind Trail

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

Night-time campfire, marshmallows, hot choc

Do you have any suggestions on how we could improve our product or outdoor pursuits?

No- we love what you offer

WIC 9 SEPT 2019

manor adventure

COURSE REPORT FORM

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *Range of activities for kids + tea/coffee machine for teachers!*

Which aspect of your stay was least enjoyed? *Smell from boot room! can't be helped*

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

Will you be considering a further visit with Manor Adventure? *Already booked!*

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

Your staff make the place! Seeing familiar faces when we arrive every year is reassuring that Manor Adventure value their staff and its great to see the staff progressing in their careers

Where did you hear of Manor Adventure? *moving from instructor to senior*

What were the reasons for choosing Manor Adventure? *instructor etc. range of activities / staff / accommodation / food*

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

What other visits does your school organise? *local area 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:

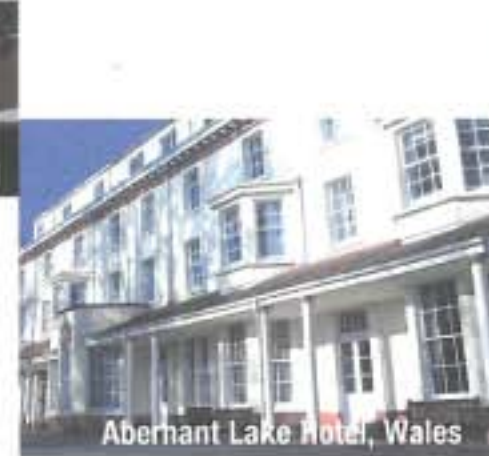
manor adventure

Head office: Culmington Manor, Craven Arms, Shropshire, SY7 9BY
Telephone: 01584 861333 Fax: 01584 861367 www.manoradventure.com

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