

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: Lockesbie Manor DATES: 27-30 Sept

NAME OF ACCOMMODATION: Lockesbie 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? 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? —

How professional was the Presentation Evening? —

How did you rate our pre-visit administration?

Customer Services (Bookings, payments, support)? 3

Operations (Rooming, outdoor pursuit programmes, support)? 4

Preview visit to the centre? —

*4 - I asked for Staff to have their own rooms which wasn't provided, but feel could have been.*

### SECTION 2: Arrivals

General Welcome: 1 Fire Drill: 1

Room Allocation: 3 Introductory Talk: 2

### SECTION 3: Centre Facilities:

Pupil Accommodation: 3/2 Teacher Accommodation: 3

Washing & Toilet Facilities: 4/5 - cold showers Cleanliness / Hygiene: 2

The Grounds: 1 Catering: 1

Were there any accommodation problems? Cold showers but other

rooms were provided for staff/pupils

Standard of cleanliness / tidiness? (teacher & pupil) 2

Standard of Furnishing? 3

### SECTION 4: Meals

Were the meals of an adequate standard? 1

Was there enough to eat? 1

Was the food served promptly? 2

Were all dietary requirements catered for? 1

How do you rate the packed lunches? N/A

Any other comments? Lovely food - thank you 😊

### SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: 1 Professional: 3

*Staff observation feedback shouldn't be given in front of guests.*

Which Instructors were motivating / clear / enthusiastic?

Matt, Montana, Cat, Connah, Owen, Lewis, Joe

How do you rate the outdoor pursuits? 2 - paddle boarding -

took a long time to get onto the water -

How do you rate the outdoor pursuit equipment? 1

*felt it could've been quicker*

What were your pupil's favourite outdoor pursuits? Paddle boarding

*(not all sessions)*

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?

Enthusiasm from all staff

WIC 23 SEPT 2019

# manor adventure

## COURSE REPORT FORM

### SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *Activities & meals*

Which aspect of your stay was least enjoyed? *Cold showers & waiting around to get going on activities*

How do you rate the overall product on a value for money basis? *2*

Will you be considering a further visit with Manor Adventure?

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

*Some really great instructors who were great with the children & lots of care given to Ashley who hurt his ankle.*

Where did you hear of Manor Adventure? *Thank you.*

What were the reasons for choosing Manor Adventure?

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  
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