

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: LOCKORRIE MANOR DATES: 9-13th SEPT 2019

NAME OF ACCOMMODATION: MANOR - 1 FLOOR

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? N/A

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

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)? 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: 2* Teacher Accommodation: 1

Washing & Toilet Facilities: 2 Cleanliness / Hygiene: 2

The Grounds: 2 - could do with lighting between
stairs & ladder on string
near Catering: 1

Were there any accommodation problems? *Some minor issues, but dealt
with promptly by staff eg toilet light, screws missing in bed sharp floor

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

Standard of Furnishing? 2

SECTION 4: Meals

Were the meals of an adequate standard? 1 - a good variety of options,
plenty of veg, fruit and salads

Was there enough to eat? Definitely! Children enjoyed chance to have
second helpings

Was the food served promptly? Yes, the majority of meals

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: 1 Professional: 1 Chris - very good on
first aid

Which Instructors were motivating / clear / enthusiastic?

Matt, Montana, Steven, Owen, Callum, Jo, Cat, Simon, Connor

How do you rate the outdoor pursuits? Very good range / variety

How do you rate the outdoor pursuit equipment? Generally very good
New system on high ropes good, but
could do with lighting at bottom of descender as difficult for children to
see to unclip if on the evening session

What were your pupil's favourite outdoor pursuits?

High ropes, route stick, zip wire & abseil

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?

NIC 9 SEPT 2019

manor adventure

COURSE REPORT FORM

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed?

Which aspect of your stay was least enjoyed? *More difficult than usual to supervise*

the children, as dormitories quite spread out on A floor

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

Will you be considering a further visit with Manor Adventure? *Yes - booked on for*

the next 2 years

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

Where did you hear of Manor Adventure? *Sales rep - about 10 years ago*

What were the reasons for choosing Manor Adventure? *Quality, convenient*

location

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

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