

We constantly strive to improve our high standards. Your comments are very important to us and will be assessed by our management team.

GROUP: [REDACTED] SCHOOL: [REDACTED] PARTY LEADER: [REDACTED]

CENTRE: LOCKERBIE MANOR DATES: 27-29/09/19

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? YES

How could we improve our website, www.manoradventure.com?  
GIVE YOUTH GROUPS ACCESS TO PARENT EVE TEACHER RESOURCE

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)? GILLIAN + LOUISE EXCELLENT.  
Operations (Rooming, outdoor pursuit programmes, support)?  
Preview visit to the centre? N/A

### SECTION 2: Arrivals

General Welcome: GOOD Fire Drill: AS REQUIRED  
Room Allocation: GOOD (PODS) Introductory Talk: FINE

### SECTION 3: Centre Facilities:

Pupil Accommodation: EXCELLENT Teacher Accommodation: EXCELLENT  
Washing & Toilet Facilities: SMELL OF SEWAGE IN FEMALE BATHROOM ALL W/EN Cleanliness / Hygiene: .....

The Grounds: GOOD Catering: GOOD  
Were there any accommodation problems? BATHROOM (FEMALE) SEWAGE SMELL / GAPS IN DOOR FRAMES CAUSING DRAFTS  
Standard of cleanliness / tidiness? (teacher & pupil) GOOD

Standard of Furnishing? GOOD

### SECTION 4: Meals

Were the meals of an adequate standard? FRIDAY MEAL PORK. NO VEG / NO SPAGHETTI

Was there enough to eat? YES

Was the food served promptly? YES

Were all dietary requirements catered for? NONE

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: EXCELLENT Professional: EXCELLENT

Which Instructors were motivating / clear / enthusiastic?  
ADAM / STEVEN / ANTHONY / KAT.

WELCOME + INTRO WITH LEADERS - SCOTT - EXCELLENT

How do you rate the outdoor pursuits? HIGHLY, WELL DELIVERED, QUALIFIED INSTRUCTOR ELEMENT SHINES THROUGH

How do you rate the outdoor pursuit equipment? EXCELLENT

What were your pupil's favourite outdoor pursuits? .....

Are there any new outdoor pursuits you would like Manor Adventure to offer?  
ZORB FOOTBALL + "LEAP OF FAITH"

Do you have any suggestions on how we could improve our product or outdoor pursuits?  
CLEAR PROGRAMME / CORRECT TIMINGS / HAVE ALL PROGRAMME SIGNAGE CONSISTENT ACROSS PROLS +

W/C 23 SEPT 2019

# manor adventure

## COURSE REPORT FORM

### SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? HAVING THE GREEN SHED FOR DOWNTIME IN POD VILLAGE

Which aspect of your stay was least enjoyed? LACK OF BOOT ROOM IN MAIN HOUSE. WALKING BETWEEN BUILDINGS IN MOOR SHOES FROM SHED - POINTLESS

How do you rate the overall product on a value for money basis? ABSOLUTELY !!

Will you be considering a further visit with Manor Adventure? YES (EVERY TWO - THREE YEARS) SUBJECT TO FUNDRAISING.

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

Where did you hear of Manor Adventure? SCHOOLS.

What were the reasons for choosing Manor Adventure? PRIOR VISIT / A WIDE ARRAY OF ACTIVITIES

Which centre did you visit last year? HERN GOWN PARK / SOUTH CAMP SITE / LAN.

What other visits does your school organise? GROUP  
/

### 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  
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PLEASE COMPLETE AND RETURN TO RECEPTION BY 10 AM ON DEPARTURE DAY



Culmington Manor, England



Lockerbie Manor, Scotland



Abernant Lake Hotel, Wales

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