

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

SCHOOL: PARTY LEADER:
CENTRE: LOCKERBIE DATES: 1ST-5TH NOVEMBER
NAME OF ACCOMMODATION: FLOOR B

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? 1

How could we improve our website, www.manoradventure.com?
2

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: 1 Teacher Accommodation: 1
Washing & Toilet Facilities: 1 Cleanliness / Hygiene: 1
The Grounds: 1 Catering: 1 - brilliant!

Were there any accommodation problems?

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

Standard of Furnishing? Perfect for what was required.

SECTION 4: Meals

Were the meals of an adequate standard? Meals were outstanding

Was there enough to eat? Yes!

Was the food served promptly? Yes!

Were all dietary requirements catered for? Yes! Even for short notice
ASN kids - all catered for!

How do you rate the packed lunches? lunches were also
excellent

Any other comments? Coffee machine is an amazing
asset to have!

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: 1 Professional: 1

Which Instructors were motivating / clear / enthusiastic?

Scott - really stood out. Kids loved Natalie
Lewis - had great rapport and manner. Chloe - excellent!
How do you rate the outdoor pursuits? Excellent - kids loved them!

How do you rate the outdoor pursuit equipment? Fine - could do with
more equipment @ fencing for larger groups.

What were your pupil's favourite outdoor pursuits? abseiling / climbing
zip wire

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

No!

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

Smaller groups / more instructors. We had (2x12)
and there was quite long waits and sometimes only
one shot of something.

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *Whole experience was first class.*

Which aspect of your stay was least enjoyed? *Dorms with large numbers of children - harder to manage relationships/dynamics*
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? *Absolutely*

Have you any further general comments which you feel would be useful to us?
Really appreciate staff doing all they can to make our stay more comfortable!

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

What were the reasons for choosing Manor Adventure? *Great reputation and value for money from other schools.*

Which centre did you visit last year? *Lockerbie (2019) Ardroy previously +2018*

What other visits does your school organise?
Curriculum linked visits / 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

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manor adventure

COURSE REPORT FORM

For



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