

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 Manor DATES: 17th - 19th November
NAME OF ACCOMMODATION: Pod Village 1

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?

Larger images of accomodation, activities etc so children can see.

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)? Very Good

Operations (Rooming, outdoor pursuit programmes, support)? Very Good

Preview visit to the centre? N/A

SECTION 2: Arrivals

General Welcome: Very Good Fire Drill: Very Good

Room Allocation: Good Introductory Talk: Very Good

SECTION 3: Centre Facilities:

Pupil Accommodation: Very Good Teacher Accommodation: Excellent

Washing & Toilet Facilities: Excellent Cleanliness / Hygiene: Excellent

The Grounds: Excellent Catering: Excellent +++!

Were there any accommodation problems? Sever A couple of trapped fingers in

the door hinges of the Pods (safety guards would be useful). Stop out of

Pods very slippery!
Standard of cleanliness / tidiness? (teacher & pupil) Fantastic!

Standard of Furnishing? Great! Blinds would be useful in the

children's pod windows

SECTION 4: Meals

Were the meals of an adequate standard? Yes... Above and beyond!

Was there enough to eat? Yes

Was the food served promptly? Yes

Were all dietary requirements catered for? Yes

How do you rate the packed lunches? N/A

Any other comments? Fantastic food! Great selection and to a great standard. "Better than home" was said by several children!

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: Excellent Professional: Excellent

Which Instructors were motivating / clear / enthusiastic?

All were fantashi. Really nice of Natalie to check in with us on the final night. 'Matty' went above and beyond!

How do you rate the outdoor pursuits? Excellent. Well lead and adaptive for all children

How do you rate the outdoor pursuit equipment? Very Good

What were your pupil's favourite outdoor pursuits? Abseiling and dumberg Archery

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?

Compass was a little bit inactive, the kids wanted to be outdoors more.

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *Everything. Food, accommodation, activities. Very supportive staff members on site.*

Which aspect of your stay was least enjoyed? *Compass*

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

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

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

Keeping to small individual groups on separate activities

Where did you hear of Manor Adventure?

What were the reasons for choosing Manor Adventure? *Very well organised. Good accommodation and food. A good distance away from school. A good range of activities.*

Which centre did you visit last year? *None - COVID*

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

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COURSE REPORT FORM

For



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