

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: 15<sup>th</sup> - 19<sup>th</sup> Nov  
NAME OF ACCOMMODATION: Manor house

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?

Its fab.

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)? Brilliant ①

Operations (Rooming, outdoor pursuit programmes, support)? Brilliant ①

Preview visit to the centre? N/A

### SECTION 2: Arrivals

General Welcome: Great ① Fire Drill: ①

Room Allocation: ① Introductory Talk: ①

### SECTION 3: Centre Facilities:

Pupil Accommodation: ① Teacher Accommodation: ① when we had water

Washing & Toilet Facilities: ① Cleanliness / Hygiene: ① 😊

The Grounds: ① Catering: ① Excellent

Were there any accommodation problems? we did have an issue

with water one day but we were kept fully informed.

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

Standard of Furnishing? - sadly as expected the house is

getting a little tired but this does not stop us and the students having a great time.

### SECTION 4: Meals

Were the meals of an adequate standard? OUTSTANDING

Was there enough to eat? Yes!! Best food we've ever had

Was the food served promptly? Yes! Amazing

Were all dietary requirements catered for? Yes - Brilliant

How do you rate the packed lunches? Didn't have any

Any other comments? The staff in the kitchen were just amazing helpful, accomodating and friendly. Thankyou for your kindness.

### SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: ① Professional: ①

Which Instructors were motivating / clear / enthusiastic?

Craig / Danny / Matthew /

How do you rate the outdoor pursuits? ② the children were slightly dissapointed that they can't do the high ropes and the activity that was substituted was not as much fun.

How do you rate the outdoor pursuit equipment? ②

What were your pupil's favourite outdoor pursuits? Climbing & Abseiling.

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

would def pay an additional cost for student to take part in the high ropes.

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



**SECTION 6: Overall Assessment**

Which aspect of your stay was most enjoyed? *Teachers room / Elf <sup>was</sup> ~~was~~ friendly Staff (Gillian)*

Which aspect of your stay was least enjoyed? *Just the lack of water but it was dealt with really well and we understood.*

How do you rate the overall product on a value for money basis? *Value for money for the amount of activities*

Will you be considering a further visit with Manor Adventure? *Yes always x x we love Gillian and all the team*

Have you any further general comments which you feel would be useful to us? *May be just a bit of TLC around the manor, just a little face lift.*

Where did you hear of Manor Adventure? *We have come for 8/10 years.*

What were the reasons for choosing Manor Adventure? *we love the place x x*

Which centre did you visit last year? *none*

What other visits does your school organise? *trips to warsey*

**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