

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: 27 SEPT - 1 OCT 2021
NAME OF ACCOMMODATION: POD VILLAGE

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?

UPDATE PHOTOS. NB COMMENTS FROM PARENTS ABOUT ALCOHOL IN TEACHER PODS BECAUSE OF WEBSITE PHOTOS/360° VIEW.

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: 1 Catering: 1

Were there any accommodation problems? BROKEN HEATER - FIXED QUICKLY.

Standard of cleanliness / tidiness? (teacher & pupil) VERY GOOD CONSIDERING THE WEATHER.

Standard of Furnishing? 1 - EXCELLENT

SECTION 4: Meals

Were the meals of an adequate standard? MORE THAN ADEQUATE - THE FOOD WAS EXCEPTIONAL AND THE CHILDREN LOVED IT.

Was there enough to eat? YES - THE CHILDREN WERE DELIGHTED THAT THERE WERE OFTEN EXTRAS.

Was the food served promptly? YES

Were all dietary requirements catered for? CATERING STAFF WENT OVER AND ABOVE REGARDING FOOD ALLERGIES.

How do you rate the packed lunches? N/A

Any other comments? SUPERB AND FRIENDLY SERVICE FROM THE CATERING TEAM - THANK YOU!

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: 1 Professional: 1

Which Instructors were motivating / clear / enthusiastic?

ALL OF THEM! WE ASKED THE CHILDREN AND THEY NAMED EVERY INSTRUCTOR - AN EXCELLENT TEAM.

How do you rate the outdoor pursuits? 1 - EXCELLENT

How do you rate the outdoor pursuit equipment? 1 - EXCELLENT

What were your pupil's favourite outdoor pursuits? HIGH ROPES, ABSEILING, CLIMBING, ARCHERY, RIFLE, ZIP WIRE, CANOE, KAYAK

Are there any new outdoor pursuits you would like Manor Adventure to offer? THE CHILDREN SUGGESTED TRAMPOLINING.

Do you have any suggestions on how we could improve our product or outdoor pursuits? No.

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? ACTIVITIES AND FOOD

Which aspect of your stay was least enjoyed? THE WEATHER! THOUGH HE DIDN'T LET IT SPOIL ANYTHING.

How do you rate the overall product on a value for money basis? 1 - EXCELLENT

Will you be considering a further visit with Manor Adventure? YES - DATES FOR 2022 AND 2023 PROVISIONALLY BOOKED

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

NO

Where did you hear of Manor Adventure? PREVIOUS VISITS

What were the reasons for choosing Manor Adventure? SUCCESS AND POPULARITY OF PREVIOUS VISITS.

Which centre did you visit last year? LOCKERBIE MANOR (2019)

What other visits does your school organise? NO OTHER RESIDENTIALS

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