

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: 8-10 Sept, 2021  
NAME OF ACCOMMODATION: Lockerbie Manor

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](http://www.manoradventure.com)?

Send 'What to Wear for Activities' (in welcome pack) to schools, before visit.

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)? Excellent

Operations (Rooming, outdoor pursuit programmes, support)? Excellent

Preview visit to the centre? N/A

### SECTION 2: Arrivals

General Welcome: 1 Fire Drill: 2

Room Allocation: 1 Introductory Talk: 1

### SECTION 3: Centre Facilities:

Pupil Accommodation: 2 Teacher Accommodation: 1

Washing & Toilet Facilities: 1 Cleanliness / Hygiene: 1

The Grounds: 1 Catering: 1

Were there any accommodation problems? Only with our girls

Standard of cleanliness / tidiness? (teacher & pupil) Very good

Standard of Furnishing? Very Good

### SECTION 4: Meals

Were the meals of an adequate standard? Yes - always super at Lockerbie

Was there enough to eat? Easily

Was the food served promptly? Yes - although covid measures slowed it

Were all dietary requirements catered for? Yes - thank you

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: 1 Professional: 1

Which Instructors were motivating / clear / enthusiastic?

Yes, clear, precise and willing to help

How do you rate the outdoor pursuits? Very good. A

good range of challenging activities

How do you rate the outdoor pursuit equipment? Clearly updated since last visit + well maintained

What were your pupil's favourite outdoor pursuits? Fencing, Biking, Abseiling

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

Happy with these...

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? *The pods. A good alternative to the manor + let the children be together.*  
Which aspect of your stay was least enjoyed? *lack of sleep!!!*

How do you rate the overall product on a value for money basis? *Excellent although price rises in 2023 plus a long distance coach may mean a re-think as many of our children*  
Will you be considering a further visit with Manor Adventure? *can't afford to come and our school pays.*

Have you any further general comments which you feel would be useful to us?  
*To travel from NW England, to Scotland, adds much to the cost. What other Manor Adventure sights are available?*

Where did you hear of Manor Adventure? *Always visit*  
What were the reasons for choosing Manor Adventure? *A good price, excellent location, trusted provider, great sight.*

Which centre did you visit last year? *None - no-one did!*  
What other visits does your school organise? *French exchange.*

**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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**manor adventure**

*Lockerbie Manor*

**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