

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 Adventure DATES: 06/09/21 - 10/09/21  
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? N/A

How could we improve our website, www.manoradventure.com?  
More current pictures

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)? .....  
Operations (Rooming, outdoor pursuit programmes, support)? .....  
Preview visit to the centre? .....

**SECTION 2: Arrivals**

General Welcome: 1 - Excellent Fire Drill: 1 - Excellent  
Room Allocation: 1 - Excellent Introductory Talk: 1 - Excellent

**SECTION 3: Centre Facilities:**

Pupil Accommodation: 1 - Excellent Teacher Accommodation: 1 - Excellent  
Washing & Toilet Facilities: 1 - Excellent Cleanliness / Hygiene: 1 - Excellent  
The Grounds: 1 - Excellent Catering: 1 - Excellent  
Were there any accommodation problems? No

Standard of cleanliness / tidiness? (teacher & pupil) Very clean - Excellent.

Standard of Furnishing? Very Good, if possible, could the staff who are staying in a child's room get a kettle?

**SECTION 4: Meals**

Were the meals of an adequate standard? Excellent -  
Was there enough to eat? Yes, Excellent  
Was the food served promptly? Yes, Excellent  
Were all dietary requirements catered for? Yes, Excellent  
How do you rate the packed lunches? N/A

Any other comments? The Catering staff have gone above and beyond to cater to all. They are very friendly and kind. Cannot thank them or credit them enough.

**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 instructors have been great, and accomodating to all pupil needs.

How do you rate the outdoor pursuits? Excellent, great variety

How do you rate the outdoor pursuit equipment? Excellent

What were your pupil's favourite outdoor pursuits? Water Sports, high ropes, Zipline, Rock climbing, Mountain biking (children like all of them).

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? .....



**SECTION 6: Overall Assessment**

Which aspect of your stay was most enjoyed? *Watching the children enjoy all of the activities.*

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

How do you rate the overall product on a value for money basis? *The food, accommodation and activities are great value for money.*

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?

*Lockerbie staff have communicated effectively throughout our booking. I feel they have accommodated all requests and have effective safety procedures in place to keep pupils and adults safe from Covid. We are the*

Where did you hear of Manor Adventure? *Repeated visitors*

What were the reasons for choosing Manor Adventure? *fantastic experiences on prior visits. Recommended from other schools.*

Which centre did you visit last year? *Lockerbie*

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**

Head office: Culmington Manor, Craven Arms, Shropshire, SY7 9BY  
Telephone: 01584 861333 Fax: 01584 861367 www.manoradventure.com

# manor adventure

## 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