

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: *13 → 17.9.21*
NAME OF ACCOMMODATION: *MANOR - 6 FLOOR*

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?
N/A

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 - our 10th visit!*

SECTION 2: Arrivals

General Welcome: *1* Fire Drill: *2* *(we know what we were doing anyway!)*

Room Allocation: *2* Introductory Talk: *2*

SECTION 3: Centre Facilities:

Pupil Accommodation: *2* *Need hooks for hanging coats & towels* Teacher Accommodation: *2* *Coat/towel hooks, mirrors in rooms*

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

2 The Grounds: *More overgrown than usual but understandable with Covid closure* Catering: *1 Excellent!*

Were there any accommodation problems? *Daddy blinds on RH → ? corridor*

As we were the only school in the manor, we had the drying room to

Standard of cleanliness / tidiness? (teacher & pupil) *1* *ourselves. More space meant clothes dried more successfully & no*

Standard of Furnishing? *2* *issues of missing/losing clothes. Having more space or separate drying areas for different schools would be really helpful in the future.*

SECTION 4: Meals

Were the meals of an adequate standard? *1 Excellent, good quality. Lots salad & fruit available all the time, children & staff really enjoyed food all week.*

Was there enough to eat? *1 Generous portions + seconds were offered.*

Was the food served promptly? *1*

Were all dietary requirements catered for? *YES*

How do you rate the packed lunches? *N/A*

Any other comments? *Catering staff were very helpful in providing a sandwich if a child wasn't eating the food provided - much appreciated.*

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: *1* Professional: *1*

Which Instructors were motivating / clear / enthusiastic?

Everyone has been great - friendly, interacting well with the children.

How do you rate the outdoor pursuits? *1*

How do you rate the outdoor pursuit equipment? *1 Especially liked the new high ropes course.*

What were your pupil's favourite outdoor pursuits? *High ropes, Mountain biking, Kayaking, Zip wire, raffles.*

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? *(Independent)*

Activities to do when individual activities have been done eg. knot board at climbing wall.

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *Meals! Evening walk all together as a class*

Which aspect of your stay was least enjoyed? *Orienteering (could have included more instruction on map keys, orientation etc before sending off)*

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

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?

Where did you hear of Manor Adventure? *N/A*

What were the reasons for choosing Manor Adventure? *We come every year, so very happy with our experience*

Which centre did you visit last year? *Boskud Lochorrie, but couldn't come!*

What other visits does your school organise? *no other residential*

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