

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: 11/9/21
NAME OF ACCOMMODATION:

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?
Pictures to browse - for families

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)? 10/10

Operations (Rooming, outdoor pursuit programmes, support)? 10/10

Preview visit to the centre? N/A

SECTION 2: Arrivals

General Welcome: Welcoming Fire Drill: Informational

Room Allocation: N/A Introductory Talk: Professional

SECTION 3: Centre Facilities:

Pupil Accommodation: N/A Teacher Accommodation: N/A

Washing & Toilet Facilities: ✓ Cleanliness / Hygiene: 10/10

The Grounds: Scenic Catering: - mix up of information between what was served and eaten at the day. Everyone enjoyed.

Were there any accommodation problems? N/A

Standard of cleanliness / tidiness? (teacher & pupil) 10/10

Standard of Furnishing?

SECTION 4: Meals

Were the meals of an adequate standard? Yes, fresh, enjoyed by all.

Was there enough to eat? Yes and plenty of options

Was the food served promptly? Yes + Politeness / professionally.

Were all dietary requirements catered for? Yes - vegetarians

How do you rate the packed lunches? N/A

Any other comments? Lots on offer, catered to dietary requirements, lots of involvement.

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: 10/10 Professional: 10/10

Which Instructors were motivating / clear / enthusiastic?

All!! Lewis Jack Scott interacted really well with YC's

How do you rate the outdoor pursuits? 10/10

How do you rate the outdoor pursuit equipment? 10/10 safe + effective, easy to use

What were your pupil's favourite outdoor pursuits? Water sports

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

YC's want to revisit to try out activities on offer

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*

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

How do you rate the overall product on a value for money basis? *100%*

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? *Google Search / other centres*

What were the reasons for choosing Manor Adventure?
Good communication, great things on offer, informational site

Which centre did you visit last year?

What other visits does your school organise?
respite, residential, day trips

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