

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: 4th - 6th APRIL
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? MOSTLY - MORE INFO REQUIRED REGARDING WATER SPORTS
How could we improve our website, www.manoradventure.com?
.....

If you had a visit from one of our School Journey Advisors: N/A
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)? GOOD
Operations (Rooming, outdoor pursuit programmes, support)? GOOD
Preview visit to the centre? N/A

SECTION 2: Arrivals

General Welcome: GOOD Fire Drill: GOOD
Room Allocation: GOOD Introductory Talk: GOOD

SECTION 3: Centre Facilities:

Pupil Accommodation: GOOD Teacher Accommodation: GOOD
Washing & Toilet Facilities: GOOD Cleanliness / Hygiene: GOOD
The Grounds: GOOD Catering: GOOD

Were there any accommodation problems? RADIATOR IN B1 WAS ON HIGH CONSTANTLY, NOT ALL WINDOWS OPENED OR WOULD STAY OPEN.
Standard of cleanliness / tidiness? (teacher & pupil) GOOD

Standard of Furnishing? GOOD

SECTION 4: Meals

Were the meals of an adequate standard? DEFINITELY!

Was there enough to eat? YES

Was the food served promptly? YES - CATERING STAFF WERE EXCELLENT.

Were all dietary requirements catered for? YES

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: ✓ Professional: ✓

Which Instructors were motivating / clear / enthusiastic?
ROSIE, HOLLY, JACK, CHLOE, JAMES, JOE, NATALIE, JAZZMAE, SCOTT, LEWIS - ALL AMAZING (sorry if we missed anyone!)

How do you rate the outdoor pursuits? GOOD

How do you rate the outdoor pursuit equipment? GOOD

What were your pupil's favourite outdoor pursuits? Obstacle, Kayaking, Zip line, SUP

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?
Clearer instructions before each activity - what to wear etc.
3 watersports in a row is tricky. No water sports on the nature day.

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *Can't choose - loved it all!*

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

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

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? *Previous experience*

What were the reasons for choosing Manor Adventure? *as above*

Which centre did you visit last year? *N/A (Covid)*

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

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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