

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: 6<sup>th</sup> - 8<sup>th</sup> April 2022  
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?

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?

How did you rate our pre-visit administration?

Customer Services (Bookings, payments, support)? N/A | EXCELLENT

Operations (Rooming, outdoor pursuit programmes, support)?

Preview visit to the centre? N/A

### SECTION 2: Arrivals

General Welcome: 1 Fire Drill: 1

Room Allocation: 1 Introductory Talk: 1

### SECTION 3: Centre Facilities:

Pupil Accommodation: 2 Teacher Accommodation: 2

Washing & Toilet Facilities: 1 Cleanliness / Hygiene: 1

The Grounds: 1 Catering: 2/3

Were there any accommodation problems? BLINDS MISSING IN SOME ROOMS

Standard of cleanliness / tidiness? (teacher & pupil) 1

Standard of Furnishing? 3 - some areas tired

### SECTION 4: Meals

Were the meals of an adequate standard? Meals were good but other school pinched some of ours!

Was there enough to eat? Yes

Was the food served promptly? Yes

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: 1 Professional: 1

Which Instructors were motivating / clear / enthusiastic?

1 - Yes very good

How do you rate the outdoor pursuits? 1

How do you rate the outdoor pursuit equipment? 1

What were your pupil's favourite outdoor pursuits? SUP, Climbing & Abseiling, Archery

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?

No or possibly survival suits for water sports in the winter / spring

**SECTION 6: Overall Assessment**

Which aspect of your stay was most enjoyed? *the activities*

Which aspect of your stay was least enjoyed? *the cold water in the lake*

How do you rate the overall product on a value for money basis? *2 - Very good*

Will you be considering a further visit with Manor Adventure? *Absolutely (possibly in summer)*

Have you any further general comments which you feel would be useful to us?  
*Mug in the staff rooms would be good.*

Where did you hear of Manor Adventure? *Internet*

What were the reasons for choosing Manor Adventure? *It looked good fun & good value - far enough to feel we were away but close enough to get home if needed.*

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

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