

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: 28/3/22 ⇒ 1/4/22  
NAME OF ACCOMMODATION: MANOR HOUSE

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? 1  
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? 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? NOT REQUIRED AS WE HAVE VISITED IN PREVIOUS YEARS.

### SECTION 2: Arrivals

General Welcome: 1 Fire Drill: 2  
Room Allocation: 1 Introductory Talk: 1

### SECTION 3: Centre Facilities:

Pupil Accommodation: 2 Teacher Accommodation: 2  
Washing & Toilet Facilities: 2 Cleanliness / Hygiene: 1  
The Grounds: 1 Catering: 1

Were there any accommodation problems? NONE

Standard of cleanliness / tidiness? (teacher & pupil) ROOMS WERE WELL PREPARED AND EXTRA CLEANING WAS PROVIDED ON REQUEST.

Standard of Furnishing? ADEQUATE FOR OUR STAY; BASIC IN PUPIL ROOMS - LITTLE/NO STORAGE × BLINDS NEEDING REPAIRED ON OCCASION

### SECTION 4: Meals

Were the meals of an adequate standard? MEALS WERE MORE THAN ADEQUATE - GOOD VARIETY × ALWAYS HOT

Was there enough to eat? ALWAYS ENOUGH TO EAT APART FROM LIMITED CHOICE AT ONE BREAKFAST

Was the food served promptly? QUEUING SYSTEM AND TIMINGS IMPROVED AS THE WEEK WENT ON

Were all dietary requirements catered for? ABSOLUTELY; MY VEGAN MEMBER OF STAFF WAS DELIGHTED WITH CHOICES.

How do you rate the packed lunches? N/A

Any other comments? AS ABOVE (VEGAN DIET CATERED FOR) FEEDBACK ON FOOD BEING SERVED WAS REQUESTED AND STAFF AND PUPILS WERE VERY POSITIVE ABOUT QUALITY. THANK YOU!!!

### SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: 1 Professional: 1

Which Instructors were motivating / clear / enthusiastic? ALL!! EXCELLENT TEAM CRAIG × SCOTT WENT ABOVE × BEYOND TO SUPPORT MY PUPIL WITH CEREBRAL PALSY, HOLLY LEARNED THE NAMES OF ALL THE PUPILS IN HER GROUP, BEN WAS LIVELY AND FUN × CONNECTED WITH

How do you rate the outdoor pursuits? GOOD VARIETY OF ACTIVITIES EVERYONE SOMETIMES VARIED IN STANDARD DEPENDING ON WHO WAS DELIVERING

How do you rate the outdoor pursuit equipment? GOOD QUALITY AND SAFETY WAS ALWAYS EMPHASISED

What were your pupil's favourite outdoor pursuits? SUP, ABSEILING, HIGH ROPES, CRATE STACKING, CLIMBING, BLIND TRAIL, CANOE × KAYAK

Are there any new outdoor pursuits you would like Manor Adventure to offer? CAMP FIRE + BEING ALLOWED TO DO HIGH ROPES × JACOB'S LADDER

Do you have any suggestions on how we could improve our product or outdoor pursuits? CONSISTENCY OF DELIVERY E.G. SURVIVAL × TEAM GAMES

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? INTERACTION WITH INSTRUCTORS x FOOD

Which aspect of your stay was least enjoyed? THE COLD WEATHER BUT ABSOLUTELY NOTHING COULD BE DONE ABOUT THAT

How do you rate the overall product on a value for money basis? EXCELLENT VALUE

Will you be considering a further visit with Manor Adventure? WE HAVE ALREADY BOOKED FOR MAY 2023

Have you any further general comments which you feel would be useful to us? WE HAVE THOROUGHLY ENJOYED OUR VISIT AND HAVE BEEN IMPRESSED BY THE HELPFULNESS AND PROFESSIONALISM OF ALL STAFF; THANK YOU!

Where did you hear of Manor Adventure? PARENT FROM A NEIGHBOURING SCHOOL

What were the reasons for choosing Manor Adventure? VISITED BEFORE AND HAPPY WITH FACILITIES ON OFFER NOT TOO FAR FROM OUR SCHOOL

Which centre did you visit last year? NONE DUE TO COVID

What other visits does your school organise? OUTDOOR DAY AT LOCH LOMOND, LOCAL VISITS TO MUSEUMS, GLASGOW SCIENCE CENTRE, RSPB, BURNS COTTAGE

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