

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: LOCKEBIE MANOR DATES: 9-13 AUG 22

NAME OF ACCOMMODATION: LOCKEBIE 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? **2** Yes had all needed information

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)? **2** Good

Operations (Rooming, outdoor pursuit programmes, support)? **2** Good

Preview visit to the centre? **1** Great visit - a lot of useful information + tour.

SECTION 2: Arrivals

General Welcome: **1** Staff ready + welcoming straight into action Fire Drill: **1**

Room Allocation: **1** Small mix up but NO problems Introductory Talk: **2**

SECTION 3: Centre Facilities:

Pupil Accommodation: **3** Good rooms / locations however kids (and adults) struggled in the heat. (Temp during stay high? 20s°C each day) Teacher Accommodation: **1** Some issues with heat.

Washing & Toilet Facilities: **2** Cleanliness / Hygiene: **1**

The Grounds: **1** Lovely setting + well maintained Catering:

Were there any accommodation problems? Heat in rooms was a problem during the night due to outside temperature during day.

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

Standard of Furnishing? Rooms well furnished. Common areas could be improved in areas (some torn carpet etc)

SECTION 4: Meals

Were the meals of an adequate standard? **2** Yes good quality + flavour.

Was there enough to eat? **1** Yes everyone had enough + seconds were often available while many chose to take

Was the food served promptly? **1** Yes always on time

Were all dietary requirements catered for? **1** Yes

How do you rate the packed lunches? N/A

Any other comments? Many thanks to the kitchen team for looking after us all so well!

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: **1** Professional: **1**

Which Instructors were motivating / clear / enthusiastic?

How do you rate the outdoor pursuits? **1** Fantastic!

How do you rate the outdoor pursuit equipment? **1** Great no concerns everything looked well maintained etc.

What were your pupil's favourite outdoor pursuits? Bird trail + High Ropes.

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?

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *Great activities led by great instructors.*

Which aspect of your stay was least enjoyed? *Heat in rooms at night - made sleeping difficult for all.*

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

Thank you to all the staff for your warm hospitality and looking after us so well. Also appreciate the support with our unique booking.

Where did you hear of Manor Adventure? *Local Dumfries/Lockerbie Artists.*

What were the reasons for choosing Manor Adventure? *The provision available to suit our summer camp needs.*

Which centre did you visit last year? */*

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