

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: LOCKERSBIE MANOR DATES: 5TH - 9TH DECEMBER 2022
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? 2

How could we improve our website, www.manoradventure.com?

..... WEBSITE IS GOOD

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? N/A

SECTION 2: Arrivals

General Welcome: 1 Fire Drill: 1

Room Allocation: 1 Introductory Talk: 1

SECTION 3: Centre Facilities:

Pupil Accommodation: 3 Teacher Accommodation: 2

Washing & Toilet Facilities: ~~2~~ Cleanliness / Hygiene: 2

The Grounds: 1 Catering: 2

Were there any accommodation problems? B17 + B18 showers cold

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

Standard of Furnishing? FINE

SECTION 4: Meals

Were the meals of an adequate standard? Yes

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? Enjoyed salad bar, would be good for ~~lunch~~ dinner too. Great portions.

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 were great

How do you rate the outdoor pursuits? 1 - Great

How do you rate the outdoor pursuit equipment? 1 - Great

What were your pupil's favourite outdoor pursuits? Zip wire, high ropes, mountain biking & paddleboarding.

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

..... option for football or the volleyball to be "ball games" and a variety of sports.

Do you have any suggestions on how we could improve our product or outdoor pursuits?

..... wider range of indoor activities for winter.

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *Great week!*

Which aspect of your stay was least enjoyed? *Having to change so many activities so many were similar - survival Bivi*

How do you rate the overall product on a value for money basis? *1*

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?
an indoor common room for between activities.

Where did you hear of Manor Adventure? *returners!*

What were the reasons for choosing Manor Adventure? *enjoyed it last year*

Which centre did you visit last year? *Lockerbie*

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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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