

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: 5th - 7th December
NAME OF ACCOMMODATION: Lockerbie Manor (A7-A12)

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?

Nothing - extremely easy to use

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)? Excellent ①

Operations (Rooming, outdoor pursuit programmes, support)? Excellent ①

Preview visit to the centre? N/A

SECTION 2: Arrivals

General Welcome: Excellent ① Fire Drill: Excellent ①

Room Allocation: Excellent ① Introductory Talk: Excellent ①

SECTION 3: Centre Facilities:

Pupil Accommodation: Good ③ Teacher Accommodation: Excellent ①

Washing & Toilet Facilities: Good ③ Cleanliness / Hygiene: Excellent ①

The Grounds: Excellent ① Catering: Excellent ①

Were there any accommodation problems? No not really. For our school it would have been better for to have less chn in a room but will know for next time

Standard of cleanliness / tidiness? (teacher & pupil) Excellent in teacher rooms - very clean + comfortable. Kids rooms - mould curtains

Standard of Furnishing? Very good in all rooms

SECTION 4: Meals

Were the meals of an adequate standard? Excellent - Teachers + kids thoroughly enough

Was there enough to eat? Absolutely. Kids were given the option of extras and the salad bar

Was the food served promptly? Yes, very quick and staff were excellent with the kids.

Were all dietary requirements catered for? Yes and lots of choice too which was excellent

How do you rate the packed lunches? N/A

Any other comments? We were really impressed with all catering facilities, staff + food

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: ① Professional: ①

Which Instructors were motivating / clear / enthusiastic?

Holly, Ben, James, Joe + Becca. Craig's welcome too (Scott was helpful with additional activities)

How do you rate the outdoor pursuits? ① Excellent choice + mixture for children to do

How do you rate the outdoor pursuit equipment? ① Excellent very safe + current

What were your pupil's favourite outdoor pursuits? Archery + rifles

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

Do you have any suggestions on how we could improve our product or outdoor pursuits? No - everything was excellent

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *Arrivals + first activity*

Which aspect of your stay was least enjoyed? *Check-out + timings*

How do you rate the overall product on a value for money basis? *Excellent - couldn't fault it*

Will you be considering a further visit with Manor Adventure? *Yes, absolutely (maybe in summer next time)*

Have you any further general comments which you feel would be useful to us?

We have really enjoyed our visit. Our sincerest thanks to all staff + instructors for the warmest welcome + support throughout the week.

Where did you hear of Manor Adventure? *Previous visit*

What were the reasons for choosing Manor Adventure? *Locality + offers available*

Which centre did you visit last year? *None*

What other visits does your school organise? *Local school trips*

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



Lockerbie Manor, Scotland



Abernant Lake Hotel, Wales

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