

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 DATES: 28 Feb 2 March 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?
..... I didn't use it that much

If you had a visit from one of our School Journey Advisors:

Did he provide a fair description of our centre and product?

How professional was the Presentation Evening?

How did you rate our pre-visit administration?

Customer Services (Bookings, payments, support)? good

Operations (Rooming, outdoor pursuit programmes, support)? good

Preview visit to the centre? didn't do one

SECTION 2: Arrivals

General Welcome: good Fire Drill: good

Room Allocation: Rooms were a bit spread out Introductory Talk: good

SECTION 3: Centre Facilities:

Pupil Accommodation: good Teacher Accommodation: excellent

Washing & Toilet Facilities: excellent Cleanliness / Hygiene: excellent

The Grounds: good Catering: very good

Were there any accommodation problems?

..... The heating was very noisy throughout the night in the room

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

me left at 7am looked the room

Standard of Furnishing? very good

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? didn't have one

Any other comments?

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: yes Professional: yes

Which Instructors were motivating / clear / enthusiastic?

..... Some were most motivating than others - but generally they were very good

How do you rate the outdoor pursuits? very good

How do you rate the outdoor pursuit equipment? very good

What were your pupil's favourite outdoor pursuits? water / climbing / abseiling

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?
All of it.

Which aspect of your stay was least enjoyed?
I think the kids loved it

How do you rate the overall product on a value for money basis?
V. Good value

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?
.....
.....
.....

Where did you hear of Manor Adventure? *other schools.*

What were the reasons for choosing Manor Adventure? *- needed a place near by due to covid restrictions.*

Which centre did you visit last year? *we didnt*

What other visits does your school organise? *a trip to London and Barzape for the PSs*

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:



Head office: Culmington Manor, Craven Arms, Shropshire, SY7 9BY
Telephone: 01584 861333 Fax: 01584 861367 www.manoradventure.com

manor adventure

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