

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: 9-11th FEBRUARY 2022
NAME OF ACCOMMODATION: B1, B3, B2, B19, B20

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?

..... Children found this sparked their excitement.

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? 1

SECTION 2: Arrivals

General Welcome: 1 Fire Drill: 1

Room Allocation: Perfect location Introductory Talk: 1

SECTION 3: Centre Facilities:

Pupil Accommodation: 1 Teacher Accommodation: 1 (door step for teachers would be handy)

Washing & Toilet Facilities: 1 Cleanliness / Hygiene: 1

The Grounds: 1 Catering: 2

Were there any accommodation problems? No, everything suited our purpose very well.

Standard of cleanliness / tidiness? (teacher & pupil) Everything was clean and tidy

Standard of Furnishing? Again, suited our purpose very well.

SECTION 4: Meals

Were the meals of an adequate standard? Yes, good choice of meals, which were tasty!

Was there enough to eat? For dinner, maybe serve bread and offer seconds. Lunch offered seconds

Was the food served promptly? Very efficient, could of been warmer

Were all dietary requirements catered for? Yes, very well.

How do you rate the packed lunches? N/A

Any other comments? Maybe offer milk to drink at breakfast!

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: 1 Professional: 1

Which Instructors were motivating / clear / enthusiastic?

..... Em, Will, Rosie
..... Jenny, Holly

How do you rate the outdoor pursuits? Fantastic, suitable challenge for the children!

How do you rate the outdoor pursuit equipment? Easy to use, clear explanations, well maintained

What were your pupil's favourite outdoor pursuits? Zip wire, Abseiling, Obstacle course (yet to experience canoeing / kayaking)

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

Do you have any suggestions on how we could improve our product or outdoor pursuits? No, you have well-run package!!

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *The overall experience was fantastic and one the children will remember!*

Which aspect of your stay was least enjoyed? *N/A*

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?
Perhaps the availability to make a light supper for our group such as tea + toast.

Where did you hear of Manor Adventure? *HT*

What were the reasons for choosing Manor Adventure?
Location
Activities offered

Which centre did you visit last year? *N/A*

What other visits does your school organise? *N/A*

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



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