

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: 21/2 - 23/2  
NAME OF ACCOMMODATION: .....

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?

Don't use as frequent visitors.

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: 2 - no pillows Teacher Accommodation: 1

Washing & Toilet Facilities: 1 Cleanliness / Hygiene: 1

The Grounds: 1 Catering: 2

Were there any accommodation problems? No issues

Standard of cleanliness / tidiness? (teacher & pupil) Super!

Standard of Furnishing? Good

### SECTION 4: Meals

Were the meals of an adequate standard? Yes

Was there enough to eat? Generally yes

Was the food served promptly? Yes, friendly staff

Were all dietary requirements catered for? Yes

How do you rate the packed lunches? N/A

Any other comments? Benefitted from rolls/sandwiches at lunch.

Limited vegetarian options.

### SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: 1 Professional: 3

Which Instructors were motivating / clear / enthusiastic?

Chloe, Scott, Holly, Keigan, Jenny

How do you rate the outdoor pursuits? 2 - Good variety but some

activities require a lot of waiting.

How do you rate the outdoor pursuit equipment? Archery poor. Good harnesses

+ helmets (2)

What were your pupil's favourite outdoor pursuits? Obstacle, Zip wire,

Climbing / Abseiling, Blindtrail

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

Laser quest

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

Waiting times at climbing / abseiling

\* obstacle course last day not helpful. Timed 'clean' photos for last day.



**SECTION 6: Overall Assessment**

Which aspect of your stay was most enjoyed? *Activities Opportunities*  
*for teamwork and building independence.*

Which aspect of your stay was least enjoyed? *Nil*

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

*Excellent!*

Will you be considering a further visit with Manor Adventure? *Absolutely*

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

*clocks in bedrooms would really support building pupil independence.*

*Water fountain indoors - nowhere to fix up.*

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

What were the reasons for choosing Manor Adventure? *Local - D+G*

*Value for money*

Which centre did you visit last year? *2020 - Loch Manor*

What other visits does your school organise? *Baroque - 1 night stay*

**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**

Head office: Culmington Manor, Craven Arms, Shropshire, SY7 9BY  
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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