

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: 7th - 11th Feb. 2022
NAME OF ACCOMMODATION: POD VILLAGE (2)

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?

Give a more rounded overview (images) of all activities on offer.

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

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)? V.G.

Operations (Rooming, outdoor pursuit programmes, support)? V.G.

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: 1 Teacher Accommodation: 1

Washing & Toilet Facilities: 2 Cleanliness / Hygiene: 1

The Grounds: 1 Catering: 2

Were there any accommodation problems? No, however shower /

toilet for staff was extremely cold all the time.

Standard of cleanliness / tidiness? (teacher & pupil) 1

Standard of Furnishing? 1

SECTION 4: Meals

Were the meals of an adequate standard? Mostly however overall

felt meals catered more for adults than children.
eg. Dinner on Tues was sweet 'n' sour pork or chilli-con-carne
Was there enough to eat? quite a few of our children did not
eat anything that evening.
↓ YES

Was the food served promptly? YES - considering the amount

of children in our group this went extremely well!

Were all dietary requirements catered for? YES

How do you rate the packed lunches? N/A

Any other comments? Breakfast was of an extremely high

standard with a super amount on offer. All pupils

were very happy with the choice available every day.

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 instructors were amazing with the children
however Ben, Scott, Lewis, Billy + the 2 Will's were
outstanding!

How do you rate the outdoor pursuits? 1 (Pupils found it difficult

to engage in the nature trail as aspects of these had
been covered in school as part of past outdoor learning)

How do you rate the outdoor pursuit equipment? 1
The instructor was really good.

What were your pupil's favourite outdoor pursuits? All pupils enjoyed

all the activities at various times.

Are there any new outdoor pursuits you would like Manor Adventure to offer? No

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

A changing area down beside the water as pupils were
freezing then had to walk back to accommodation soaking wet
in winter. Scavenger Hunt NOT a good idea in the dark!!

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *The way the instructors encouraged and supported pupils during activities.*

Which aspect of your stay was least enjoyed? *Hav. cold the children were during/after water sports.*

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?

No, overall the children had an amazing experience!

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

What were the reasons for choosing Manor Adventure?

We have been here before (2019, 2020)

Which centre did you visit last year? *N/A (Covid-19)*

What other visits does your school organise?

None currently due to restrictions.

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



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