

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 L. DATES: 02/02 - 04/02 2022
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? 1

How could we improve our website, www.manoradventure.com?
..... (1 - WEBSITE)

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)? 1

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

Preview visit to the centre? —

SECTION 2: Arrivals

General Welcome: 1 Fire Drill: 1

Room Allocation: 1 Introductory Talk: 1

SECTION 3: Centre Facilities:

Pupil Accommodation: 2 Teacher Accommodation: 1

Washing & Toilet Facilities: 1 Cleanliness / Hygiene: 1

The Grounds: 1 Catering: 1

Were there any accommodation problems? HEATER BROKEN IN ONE ROOM; QUICKLY REPAIRED 1

Standard of cleanliness / tidiness? (teacher & pupil) 1/2

Standard of Furnishing? 1

SECTION 4: Meals

Were the meals of an adequate standard? FIRST CLASS; PLENTY OF CHOICE

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? N/A

Any other comments? CATERING STAFF - GOLD STAR FOR ALL!

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!

How do you rate the outdoor pursuits? 1/2

How do you rate the outdoor pursuit equipment? 1

What were your pupil's favourite outdoor pursuits? WATER SPORTS eg. KAYAKING

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

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? WATER SPORTS - OUR 2 GROUPS TOGETHER

Which aspect of your stay was least enjoyed? ENJOYED ALL!

How do you rate the overall product on a value for money basis? 2

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? 2 WATER SPORTS BACK TO BACK ON A COLD DAY MAYBE NOT SUCH A GOOD IDEA!

Where did you hear of Manor Adventure? ANOTHER SCHOOL

What were the reasons for choosing Manor Adventure? RECOMMENDED BY

Which centre did you visit last year? NO VISIT - COVID - RESIDENTIAL; 1 DAY AT BLAIRVADACH,

What other visits does your school organise? SHANDON DAY TRIPS (TOPICS)

WHOLE SCHOOL DAY TRIP ANNUALLY

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: Address: (crossed out)



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manor adventure

COURSE REPORT FORM

For



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



Have you considered our French Centres

Le Château de Warsy & Le Château du Broutel

