

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 Scotland DATES: 26.01.22 - 28.01.22
NAME OF ACCOMMODATION: Manor house

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? It was very useful!

How could we improve our website, www.manoradventure.com?

It was informative.

If you had a visit from one of our School Journey Advisors: didn't happen

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)? 10/10

Operations (Rooming, outdoor pursuit programmes, support)? 10/10

Preview visit to the centre? didn't happen.

SECTION 2: Arrivals

General Welcome: friendly! Fire Drill: Fire drill would have been better straight away in daylight.

Room Allocation: great! Introductory Talk: good

SECTION 3: Centre Facilities:

Pupil Accommodation: great Teacher Accommodation: great

Washing & Toilet Facilities: great Cleanliness / Hygiene: great

The Grounds: great Catering: great

Were there any accommodation problems? tap was on wrong way in 1 bedroom but got sorted as soon as it was reported.

Standard of cleanliness / tidiness? (teacher & pupil)

good - very clean

Standard of Furnishing?

adequate

SECTION 4: Meals

Were the meals of an adequate standard? The meals were fantastic, great choice, variation & portions.

Was there enough to eat? Yes, the portions were big, children could even have extra.

Was the food served promptly? Yes, always on time.

Were all dietary requirements catered for? Yes.

How do you rate the packed lunches? N/A.

Any other comments? Excellent staff, clean, organised - 11/10

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: 10/10 Professional: 10/10

Which Instructors were motivating / clear / enthusiastic?

Scott was great, Jack was great & also Lewis

How do you rate the outdoor pursuits? Fair - some were really challenging but the Initiative & Team Games weren't as exciting for the kids.
How do you rate the outdoor pursuit equipment? good & felt safe.

What were your pupil's favourite outdoor pursuits? climbing, abseiling & zip wire & archery.

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

Bouldering, wet course.

Do you have any suggestions on how we could improve our product or outdoor pursuits? More challenging activities - children would have loved high ropes, water activities, cycling etc.

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? ... food, accommodation (en-suite), zip wire, climbing & abseiling.

Which aspect of your stay was least enjoyed? ... Team games, initiative & survival (not enough time to light fires)

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

Will you be considering a further visit with Manor Adventure? ... Yes, it was fantastic (we would love to try the other, more challenging activities)

Have you any further general comments which you feel would be useful to us? ... Waiting times were long for children to participate in some of the activities. Some safety briefs could have been quicker if explained the group rather than individual children

Where did you hear of Manor Adventure? ... previous visit

What were the reasons for choosing Manor Adventure? ... Price, availability, quality of accommodation

Which centre did you visit last year? ... Blairvardoach

What other visits does your school organise? ... Ardentinny

we loved the staff room & the staff coffee machine. I left out a lovely quality of very relaxed stay

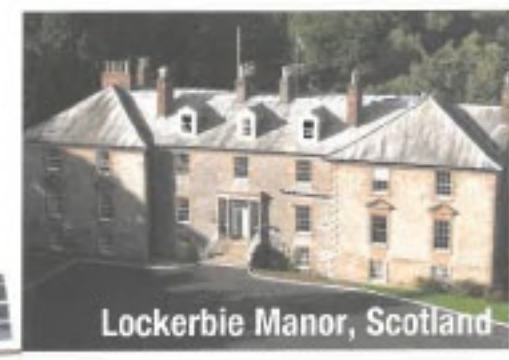
manor adventure

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

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:



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Le Château de Warsy, France

Have you considered our French Centres

Le Château de Warsy & Le Château du Broutel



Le Château du Broutel, France