

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: 13th-15th July

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? Yes 2

How could we improve our website, www.manoradventure.com?
Access to teacher area would be useful

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

Did he provide a fair description of our centre and product? Zoom call Yes.

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: 2 - We arrived early & staff did their best to accommodate us. Fire Drill: 1

Room Allocation: 1 Introductory Talk: 3 - Students quite brief. Staff talk informative.

SECTION 3: Centre Facilities:

Pupil Accommodation: 1 Teacher Accommodation: 1

Washing & Toilet Facilities: 1 Cleanliness / Hygiene: 1

The Grounds: 1 Catering: 1

Were there any accommodation problems? No problems. Would be useful to have posters in every room about what kids need & where clocks in student accommodation.

Standard of cleanliness / tidiness? (teacher & pupil) Very clean & tidy, although we had to turn one pupil mattress which appeared to have blood on it.

Standard of Furnishing? 2 Good. Teaches rooms in particular very good.

SECTION 4: Meals

Were the meals of an adequate standard? 2 Food very tasty & a lovely choice but would have benefitted from more vegetable options & a vegetable side with each meal to promote health.

Was there enough to eat? Yes! 1

Was the food served promptly? 1 - Very & we were a big party.

Were all dietary requirements catered for? Yes, very accommodating for pupils with special diets.

How do you rate the packed lunches? N/A

Any other comments? Thank you for cooking & preparing alternative meals for children with dietary needs.

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: 2 Professional: 2

Which Instructors were motivating / clear / enthusiastic?

Ben was particularly great with the kids, Louis, Jack, Chloe, Liz, Andrew, Natalie

How do you rate the outdoor pursuits? 1

How do you rate the outdoor pursuit equipment? 2 - some of the 16 was broken, wooden slats with nails sticking out.

What were your pupil's favourite outdoor pursuits? Canoing & Kayaking

Disco.

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

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

It would be good for school staff to be encouraged to take part in more activities - the kids really benefit from it.

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *Seeing the children enjoy all of the activities... Canoeing & Kayaking.*

Which aspect of your stay was least enjoyed? *Length of time between*

activities sometimes has been very long with little to do, ok in good weather but difficult in bad weather & no where to aggregate
How do you rate the overall product on a value for money basis? *2 as large group.*

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?

Centre staff have been very helpful, particularly supporting with an injured pupil & ensure he could take part. At times between activities having more centre staff around would be helpful!

Where did you hear of Manor Adventure? *Contacted by marketing team.*

What were the reasons for choosing Manor Adventure? *Proximity to school, good reputation, size of manor to allow a large group. Value for money.*

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

What other visits does your school organise? *Newlands, London, Arran, France - Skiing.*

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:



Head office: Culmington Manor, Craven Arms, Shropshire, SY7 9BY
Telephone: 01584 861333 Fax: 01584 861367 www.manoradventure.com

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