

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 DATES: 6-8th July

NAME OF ACCOMMODATION: LOCKERBIE MANOR

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?
..... /

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)? Very Good 2

Operations (Rooming, outdoor pursuit programmes, support)? 2

Preview visit to the centre? /

SECTION 2: Arrivals

General Welcome: 3 Fire Drill: /

Room Allocation: 2 Introductory Talk: 2

SECTION 3: Centre Facilities:

Pupil Accommodation: 2 Teacher Accommodation: 2

Washing & Toilet Facilities: 2 Cleanliness / Hygiene: 3

The Grounds: 2 Catering: 4

Were there any accommodation problems? No

.....

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

.....

Standard of Furnishing? 2

.....

SECTION 4: Meals

Were the meals of an adequate standard? ADEQUATE Perhaps more of a selection needed Salad bar more regular.

Was there enough to eat? YES

.....

Was the food served promptly? YES

.....

Were all dietary requirements catered for? YES. Initial confusion over a child with allergies given wrong meal.

How do you rate the packed lunches? /

.....

Any other comments? On one occasion the children were shamed at by a member of staff for being late for their evening meal. However, this was due to their activity finishing late and wasn't their fault.

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: Professional:

Which Instructors were motivating / clear / enthusiastic?

Holly / Neve

How do you rate the outdoor pursuits? Good

.....

How do you rate the outdoor pursuit equipment? Very good

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

.....

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

.....

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? *Children loved the Pods and the activities*

Which aspect of your stay was least enjoyed? *Occasionally long gaps between activities. Length of activities are too long and children become bored.*

How do you rate the overall product on a value for money basis? *3*

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?

Catering staff to be more aware of children with dietary needs. On an evening, a hot chocolate/biscuits for the children. Length of ^{some} activities are too long and children become bored.

Where did you hear of Manor Adventure?

What were the reasons for choosing Manor Adventure? *Previous visit*

Which centre did you visit last year? */*

What other visits does your school organise? *Trips to museums, city residential*

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



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



Le Château de Warsy, France

Have you considered our French Centres

Le Château de Warsy & Le Château du Broutel



Le Château du Broutel, France