

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: 4-6th July 2022  
NAME OF ACCOMMODATION: POD VILLAGE 1.

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? 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)? .....

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

Preview visit to the centre? .....

**SECTION 2: Arrivals**

General Welcome: 2 Fire Drill: 2

Room Allocation: 2 Introductory Talk: 2

**SECTION 3: Centre Facilities:**

Pupil Accommodation: 4 Teacher Accommodation: 2

Washing & Toilet Facilities: 2 Cleanliness / Hygiene: 2

The Grounds: 3 Catering: 3

Were there any accommodation problems? Could have done with blinds

in children's pods, benches gone from <sup>outside</sup> individual pods -

this was a shame - <sup>or washing line</sup> hooks for drying outside pods would be good

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

Bin in pod area overflowing - had not been emptied.

Standard of Furnishing? 2

**SECTION 4: Meals**

Were the meals of an adequate standard? Yes.

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? —

Any other comments? BBQ was really good idea - nice

to eat outside.

**SECTION 5: Centre Staff & Outdoor Pursuits**

How do you rate the Centre Staff / Instructors?

Helpful: 2 Professional: 2

Which Instructors were motivating / clear / enthusiastic?

Will was really good, engaged with the children

and made sure they all had a good time.

Joe, Natalie, Andrew, Jack, Rachel, all great too.

How do you rate the outdoor pursuits? 2

How do you rate the outdoor pursuit equipment? 2

What were your pupil's favourite outdoor pursuits? Climbing, zip wire,

disco, evening walk, paddle boarding, ~~rafting~~

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

there is an excellent variety.

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

Cement mixer in pod area could have been

moved. Pod outside area could be brightened up a bit.

**SECTION 6: Overall Assessment**

Which aspect of your stay was most enjoyed? *All activities and food-*

Which aspect of your stay was least enjoyed? *Getting harnessed by Andrew, children thought he could have been gentler, and patient.*

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

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?

*More souvenirs to buy from shop eg keyrings*

Where did you hear of Manor Adventure? *We've been before.*

What were the reasons for choosing Manor Adventure? *Outdoor pursuits - good surroundings-*

Which centre did you visit last year? *Locherbie (2019)*

What other visits does your school organise? *City visit, forest schools.*

**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