

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: 4th - 6th July
NAME OF ACCOMMODATION: Manor Adventure

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?

Haven't really used it. When I have it has been easy and useful.

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

Did he provide a fair description of our centre and product? N/A

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? Done 4 years ago

SECTION 2: Arrivals

General Welcome: 2 Fire Drill: 2

Room Allocation: 2 Introductory Talk: 2

SECTION 3: Centre Facilities:

Pupil Accommodation: 2 Teacher Accommodation: 1

Washing & Toilet Facilities: 1 Cleanliness / Hygiene: 1

The Grounds: 1 Catering: 2

Were there any accommodation problems? Tv in teacher's room no batteries and tv makes buzzing noise (AG)

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

Standard of Furnishing? Nice in teachers room. Pupil beds squeaky and some uncomfortable

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? Kitchen not aware of vegetarian teacher but adapted quickly

How do you rate the packed lunches? Didn't have any

Any other comments?

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: 2 Professional: 2

Which Instructors were motivating / clear / enthusiastic?

Jack Lewis, Niamh and Rachel and Jenny

How do you rate the outdoor pursuits? 1

How do you rate the outdoor pursuit equipment? 2

What were your pupil's favourite outdoor pursuits? Stand up paddle, zipwire, kayaking

Are there any new outdoor pursuits you would like Manor Adventure to offer?
4th swing

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

More discussion over course programme

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *The activities where all were active throughout as a group*

Which aspect of your stay was least enjoyed? *Probably the time waiting between dinner & activity 5*

How do you rate the overall product on a value for money basis? *It is a great experience but is expensive.*

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?

In the corridors, make sure clocks tell correct times and up to date activity programmes can be read by groups.

Where did you hear of Manor Adventure? *Can't remember*

What were the reasons for choosing Manor Adventure? *Grounds, range of activities and accomodation*

Which centre did you visit last year? *This one*

What other visits does your school organise? *Outdoor pursuit (Y5 & 8) Skiing, London trip*

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