

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: 6-8 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? YES - EXCELLENT

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? NA

How professional was the Presentation Evening? NA

How did you rate our pre-visit administration?

Customer Services (Bookings, payments, support)? EXCELLENT

Operations (Rooming, outdoor pursuit programmes, support)? ~~GOOD~~ EXCELLENT

Preview visit to the centre? NA

SECTION 2: Arrivals

General Welcome: EXCELLENT Fire Drill: EXCELLENT

Room Allocation: EXCELLENT Introductory Talk: EXCELLENT

SECTION 3: Centre Facilities:

Pupil Accommodation: VERY GOOD Teacher Accommodation: VERY GOOD

Washing & Toilet Facilities: GOOD Cleanliness / Hygiene: VERY GOOD

The Grounds: EXCELLENT Catering: EXCELLENT

Were there any accommodation problems? Showers did not drain
and flooded, 1 shower door (girls) jammed
student locked in.

Standard of cleanliness / tidiness? (teacher & pupil) VERY GOOD

Standard of Furnishing? VERY GOOD

BLINDS DON'T WORK IN TEACHER ROOMS

SECTION 4: Meals

Were the meals of an adequate standard? EXCELLENT

HUGE PORTIONS

Was there enough to eat?

HUGE PORTIONS

Was the food served promptly?

FOOD SERVED ON TIME EVERY MEAL

Were all dietary requirements catered for?

YES

How do you rate the packed lunches? NA

Any other comments? VERY BUSY IN DINING ROOM AT
TIMES AND CHILDREN GETTING UP AND DOWN
TO GET DRINKS / DESERT.

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: GOOD Professional: GOOD

Which Instructors were motivating / clear / enthusiastic?

CRAIG, HOLLY, RACHEL, NILL, BEN, jenny

How do you rate the outdoor pursuits? EXCELLENT

How do you rate the outdoor pursuit equipment? EXCELLENT

What were your pupil's favourite outdoor pursuits? OBSTACLE COURSE

WATER SPORTS

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?

SOME STAFF LACKED ENTHUSIASM AND FRIENDLINESS.
FELT LIKE THEY WERE TIRED AND WE WERE JUST

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed?

Which aspect of your stay was least enjoyed?

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

Have you any further general comments which you feel would be useful to us?

INSTRUCTORS SHOULD BE PREPARED THAT STAFF
MAY WISH TO JOIN IN ACTIVITY.
SOME ACTIVITIES FELT RUSHED

Where did you hear of Manor Adventure? ON-LINE AND SCHOOL RECOMMENDATION

What were the reasons for choosing Manor Adventure? GOOD PREVIOUS VISIT

Which centre did you visit last year? T.C.R. HUB BARNARD CASTLE

What other visits does your school organise? CITY BREAK

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

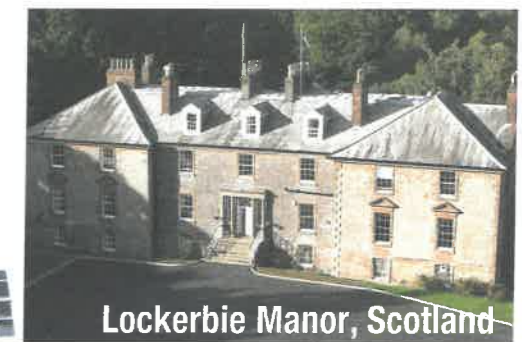
For



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