

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: Lockesbie Manor DATES: 18-20th July 2022
NAME OF ACCOMMODATION: Lockesbie 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? 1 - yes, v. clear + informative

How could we improve our website, www.manoradventure.com?

N/A

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)? Excellent - 1

Operations (Rooming, outdoor pursuit programmes, support)? Excellent 1

Preview visit to the centre? Excellent 1

SECTION 2: Arrivals

General Welcome: Excellent - 1 Fire Drill: v. efficient 1

Room Allocation: Excellent - 1 Introductory Talk: v. clear - 1

SECTION 3: Centre Facilities:

Pupil Accommodation: Five - 2 Teacher Accommodation: 2 - Good

Washing & Toilet Facilities: Five - 1 Cleanliness / Hygiene: Five - 1

The Grounds: 1 - Excellent Catering: some vegetarian issues but five - 2

Were there any accommodation problems? No - Pools a bit cramped for the students - not helped by the heat

Standard of cleanliness / tidiness? (teacher & pupil)

v. good - 1

Standard of Furnishing?

Good - 2

SECTION 4: Meals

Were the meals of an adequate standard? 2 - yes, very good

Was there enough to eat? yes - 1 - none were hungry

Was the food served promptly? Absolutely - spot on 1

Were all dietary requirements catered for? - some issues with range of / amount of vegetarian options but a minor issue - 2

How do you rate the packed lunches? N/A

Any other comments? /

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: 1 - yes Professional: 1 - yes

Which Instructors were motivating / clear / enthusiastic?

All superb - formed v. good relationships with the students and staff.

How do you rate the outdoor pursuits?

1 - excellent - great range to give students broad experience

How do you rate the outdoor pursuit equipment?

1 - excellent

What were your pupil's favourite outdoor pursuits?

water-based activities

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

No

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

No

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed?

The activities especially the water-based ones

Which aspect of your stay was least enjoyed?

N/A

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

1 - excellent

Will you be considering a further visit with Manor Adventure?

Yes - hopefully

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

Not really - food, instructions, range of activities, facilities all v good - Perhaps separate vegetarian option from the main menu.

Where did you hear of Manor Adventure?

website / Refs

What were the reasons for choosing Manor Adventure?

Give Year 8 students, especially after Covid, an outdoor, residential experience

Which centre did you visit last year?

N/A

What other visits does your school organise?

WW1 Battlefields, Brodick, Valencia (for Ball trip), America, Iceland,

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:

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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