

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: 27/7/22 - 29/7/22
NAME OF ACCOMMODATION:

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, there was plenty information in the pack.

How could we improve our website, www.manoradventure.com?
2: Very good

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: Very good Fire Drill: Very Good

Room Allocation: Very good Introductory Talk: Very Good

SECTION 3: Centre Facilities:

Pupil Accommodation: Very good Teacher Accommodation: Excellent

Washing & Toilet Facilities: Shower not working B4. Others very good. Cleanliness / Hygiene: Very good

The Grounds: Excellent Catering: Excellent

Were there any accommodation problems? Only issue being B4 shower not working Reported.

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

Standard of Furnishing? Very good

SECTION 4: Meals

Were the meals of an adequate standard? Excellent. The food is always very good and large portions.

Was there enough to eat? Plenty food... too much at times.

Was the food served promptly? Yes, the catering staff were all amazing.

Were all dietary requirements catered for? Yes.

How do you rate the packed lunches? N/A

Any other comments? All the staff were amazing, food was great. Thank you everyone.

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: Excellent Professional: Excellent

Which Instructors were motivating / clear / enthusiastic?

All instructors were very good and young, people felt at ease with them.

How do you rate the outdoor pursuits? The young people loved their activities. Excellent.

How do you rate the outdoor pursuit equipment? Very good

What were your pupil's favourite outdoor pursuits? Stand up paddle boarding

Are there any new outdoor pursuits you would like Manor Adventure to offer? Not sure

Do you have any suggestions on how we could improve our product or outdoor pursuits? Not sure

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *The activities and the staff. The young people loved their time here.*

Which aspect of your stay was least enjoyed? *Young People - Beds.*

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?

Definitely - This is our 3rd visit.

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

All staff were very pleasant and helpful. But I think Scott - Paddle boarding made the activity even more enjoyable for the young people.

Where did you hear of Manor Adventure? *Previous Visitor*

What were the reasons for choosing Manor Adventure? *Because it is so good.*

Which centre did you visit last year? *Lockerbie N/A*

What other visits does your school organise? *N/A*

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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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