

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 DATES: 17-19 June

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

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?

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: Everyone did their best to make adaptations for very late arrival Fire Drill:

Room Allocation: Introductory Talk:

SECTION 3: Centre Facilities:

Pupil Accommodation: Teacher Accommodation: In some rooms heating was on despite high temp so very hot

Washing & Toilet Facilities: Cleanliness / Hygiene:

The Grounds: Catering:

Were there any accommodation problems? Heating on unnecessarily in some rooms - very hot / uncomfortable

Standard of cleanliness / tidiness? (teacher & pupil) Very Good

Standard of Furnishing? Very Good

SECTION 4: Meals

Were the meals of an adequate standard? Excellent

Was there enough to eat? Yes - and more if you wanted it

Was the food served promptly? Yes but also flexible it needed small adjustments

Were all dietary requirements catered for? Yes and went over and above to double deck ind. needs

How do you rate the packed lunches? N/A

Any other comments? Catering staff outstanding - double checking every dietary requirement - over and above!! BBQ fab touch! - Chicken + noodles slightly too

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors? Helpful: Professional: Chips with fish fingers not mesh! Supper - Toast for kids after last activity

Which Instructors were motivating / clear / enthusiastic? Yes the children responded really well to all but exceptional ones: Chloe Natalie Rosie Scott Joe

How do you rate the outdoor pursuits? Excellent

How do you rate the outdoor pursuit equipment? On the whole great - some looking a bit worn eg ~~the~~ waterproof jackets, some wear but nothing major

What were your pupil's favourite outdoor pursuits? SUPS High ropes obstacle course

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

Zorbing on the lake! Obstacle course on the lake like the TV programme (WipeOut)

Do you have any suggestions on how we could improve our product or outdoor pursuits? Rifle shooting - could be bigger more airy!!

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *Activities*

Which aspect of your stay was least enjoyed?

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

Will you be considering a further visit with Manor Adventure? *YES but possibly closer to home*

Have you any further general comments which you feel would be useful to us?
Every clock on corridors doesnt work the children need to check times for activities

Where did you hear of Manor Adventure? *Regular visitor*

What were the reasons for choosing Manor Adventure?

Which centre did you visit last year? *Lockerbie*

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



Lockerbie Manor, Scotland



Abernant Lake Hotel, Wales

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