

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: 15TH - 17TH JUNE '22  
NAME OF ACCOMMODATION: POD VILLAGE 2

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? ..... N/A

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? ..... N/A

How professional was the Presentation Evening? .....

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? ..... N/A

### SECTION 2: Arrivals

General Welcome: ..... (1) Fire Drill: ..... (1)

Room Allocation: ..... (1) Introductory Talk: ..... (1)

### SECTION 3: Centre Facilities:

Pupil Accommodation: ..... (1) Teacher Accommodation: ..... (1)

Washing & Toilet Facilities: ..... (1) Cleanliness / Hygiene: ..... (1)

The Grounds: ..... (1) Catering: ..... (1)

Were there any accommodation problems? ..... NO

Standard of cleanliness / tidiness? (teacher & pupil) ..... (1)

Standard of Furnishing? One very tiny grump... teacher beds are so squeaky!!! Otherwise, excellent!

### SECTION 4: Meals

Were the meals of an adequate standard? ..... Food was excellent quality!

Was there enough to eat? ..... Plenty... with so many choices for the children. Kid friendly, too!

Was the food served promptly? ..... Yes!

Were all dietary requirements catered for? ..... Yes! Very thorough/robust procedures in place.

How do you rate the packed lunches? ..... N/A

Any other comments? ..... Friendly, helpful staff... couldn't do enough for you! 😊

### SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: ..... (1) Professional: ..... (1)

Which Instructors were motivating / clear / enthusiastic?

All instructions were excellent, however, real stand out were... Jack, Chloe, Joe, Will, Rosie, Scott

How do you rate the outdoor pursuits? ..... (1)

How do you rate the outdoor pursuit equipment? ..... (1)

What were your pupil's favourite outdoor pursuits? ..... kayaking - the children loved going in water, the instructors really made them feel safe!

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

Gorge Walking!!

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

NO... excellent facility!

**SECTION 6: Overall Assessment**

Which aspect of your stay was most enjoyed? *All aspects - children love the Pods and activities!*

Which aspect of your stay was least enjoyed? *The more 'quiet' activities such as 'survival skills'*

How do you rate the overall product on a value for money basis? *This time of year is pretty expensive for us. We usually come Feb time - better Value!*

Will you be considering a further visit with Manor Adventure? *Already booked!!*

Have you any further general comments which you feel would be useful to us? *Well-oiled machine!*

Where did you hear of Manor Adventure? *See School Journey Advisor*

What were the reasons for choosing Manor Adventure? *Number of activities on offer, quality food + pod village.*

Which centre did you visit last year? *Lockerbie*

What other visits does your school organise? *None*

**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: *N/A* Name: .....

Address: ..... Address: .....

**manor adventure**

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# manor adventure

## 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