

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: 30/5 - 2/6/22

NAME OF ACCOMMODATION: Pod 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? 1

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)? 2

Operations (Rooming, outdoor pursuit programmes, support)? 2

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: 2 - blinds not working / missing. Light but Teacher Accommodation: 2 - no mirror / blinds don't go up

Washing & Toilet Facilities: 1 Cleanliness / Hygiene: 1

The Grounds: 1 Catering: 1

Were there any accommodation problems? see above, but we didn't mention these to staff as they were very minor.

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

Standard of Furnishing? 2

SECTION 4: Meals

Were the meals of an adequate standard? Yes - 1

Was there enough to eat? Yes 1

Was the food served promptly? Yes

Were all dietary requirements catered for? Yes, but ^{although} the vegetarians were

very happy with their food, some people who weren't vegetarian would have liked to be able to choose the veggie option too.

How do you rate the packed lunches? N/A

Any other comments? Very happy overall

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: 1 Professional: 1

Which Instructors were motivating / clear / enthusiastic?

Holly, Chloe, Jack (stores manager) Natalie, Scott, Ben Joe, Lewis

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? High ropes, water activities, obstacle course, crate stacking.

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?

We had booked mountain biking but this was not available as too many bikes were damaged - could improve by having them all fixed + ready.

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *No particular favourite - all good.*

Which aspect of your stay was least enjoyed? *—*

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

Will you be considering a further visit with Manor Adventure? *Yes - already booked.*

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

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

What were the reasons for choosing Manor Adventure? *Location, activities, positive previous experiences.*

Which centre did you visit last year? *None - covid.*

What other visits does your school organise? *No other residential visits*

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

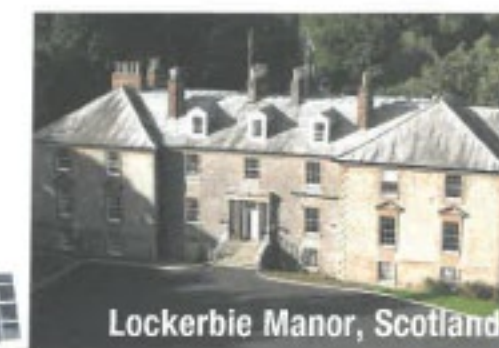
For



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