

The A rooms were not comparable to Browns upstairs - all pupils paid the same. Sharing the floor with other schools was unacceptable.

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: DATES: 17.6.22  
NAME OF ACCOMMODATION: Lockerbie 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? 3

How could we improve our website, www.manoradventure.com?  
Photos of all types of room and dining facilities

If you had a visit from one of our School Journey Advisors: Online  
Did he provide a fair description of our centre and product? 3

How professional was the Presentation Evening? 2

How did you rate our pre-visit administration? Gillian is excellent and was able to answer all questions prior to visit!!  
Customer Services (Bookings, payments, support)?  
Operations (Rooming, outdoor pursuit programmes, support)?  
how she managed this with your awful wife is beyond me!!!

Preview visit to the centre? Did not do this

SECTION 2: Arrivals

General Welcome: 1 Fire Drill: 1  
Room Allocation: 1 Introductory Talk: 1

SECTION 3: Centre Facilities:

Pupil Accommodation: 4 Teacher Accommodation: 2  
Washing & Toilet Facilities: 3 Cleanliness / Hygiene: 5 Not so good friendly only toilets got cleaned  
The Grounds: 2 Catering:

Were there any accommodation problems? Yes - pupils from other school were entering our bedroom and threatening our children which compromised their safety.  
Standard of cleanliness / tidiness? (teacher & pupil) 5

Standard of Furnishing? Teacher rooms were fine - pupil rooms were dated.

SECTION 4: Meals

Were the meals of an adequate standard? No - that the menu was aimed for children but the quality was very poor. We understand the friger broke / and that night's dinner was not ideal however we feel.

Was there enough to eat? No - we had lots of hungry pupil in the middle of the night - this can be easily fixed with a supper / kitchen facilities could help this.  
Was the food served promptly? NOT

Yes - everyday our pupils did have enough when things ran out. It was very rushed.  
Were all dietary requirements catered for?

Yes it wasn't very inclusive for those with a card

How do you rate the packed lunches? We did not have this option

Any other comments? Although we heard staff being rude to other schools we did not have this. The man who tidied up was a credit to Lockerbie Manor always working hard and being polite and helpful. (Thomas)

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors? Very inclusive  
Helpful: 1 Professional: 1

Which Instructors were motivating / clear / enthusiastic?  
Natalie, Rosie, Holly, James Ben, Jack, Chloe, + Rachel were all fab with the kids. Thank you Dinnie for solving the problem with the room 2 three activities on one pond was very cramped.

How do you rate the outdoor pursuits? 2  
How do you rate the outdoor pursuit equipment? 2

What were your pupil's favourite outdoor pursuits? Paddle boarding, obstacle course, and high ropes.

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

Do you have any suggestions on how we could improve our product or outdoor pursuits?  
No breaks between activities - too much down time throughout the week - kids became homesick when they were not engaged in the activities

DRINKING WATER - being ordered to use an outdoor tap to fill water bottles is NOT ACCEPTABLE in this day and age, we should have access to drinking water 24 hrs



SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *Seeing the children having fun on the activities*

Which aspect of your stay was least enjoyed? *The interaction with the other school who shared our corridor*

How do you rate the overall product on a value for money basis? *4*

Will you be considering a further visit with Manor Adventure?

*Probably not*

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

*The centre should provide balls, hoops etc for pupils to use during down time between activities*

Where did you hear of Manor Adventure? *Local Authority*

What were the reasons for choosing Manor Adventure?

*One of a few recommended by our authority*

Which centre did you visit last year? *None*

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**

Head office: Culmington Manor, Craven Arms, Shropshire, SY7 9BY  
Telephone: 01584 861333 Fax: 01584 861367 www.manoradventure.com

# 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