

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: 6th - 10th June
NAME OF ACCOMMODATION: LOCKERBIE MANOR - HOUSE STAY

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?

..... Update activities - not accurate representation

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)? Excellent

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

Preview visit to the centre? RETURNING VISIT

SECTION 2: Arrivals

General Welcome: Arrived at 1:30, went to office to say we were here - coming later someone came out to say Fire Drill: 1 - done straight away

Room Allocation: f Introductory Talk: 2

SECTION 3: Centre Facilities:

Pupil Accommodation: 2 Teacher Accommodation: 1

Washing & Toilet Facilities: 1 Cleanliness / Hygiene: 1

The Grounds: 1 Catering: 1

Were there any accommodation problems? any issues were

..... cleared up and sorted quickly

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

.....

Standard of Furnishing? getting a bit older now, could

do with updating childrens windows but all

above standard.

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 - 1

Were all dietary requirements catered for? Yes - 1

How do you rate the packed lunches? none taken

Any other comments? kitchen staff were lovely,

..... always helpful and happy.

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: 2 Professional: some more so than others.

Which Instructors were motivating / clear / enthusiastic?

..... We have definitely had a different experience this year with instructor standards I will speak to the site manager/head of centre further.

How do you rate the outdoor pursuits? A range of experiences, we have attended most if not all activities and had to step in on occasion.

How do you rate the outdoor pursuit equipment? equipment is standard but ensuring enough per child would be beneficial.

What were your pupil's favourite outdoor pursuits? stand up paddle, zip wire.

.....

Are there any new outdoor pursuits you would like Manor Adventure to offer? Supplement activities - still unsure why they are free at other sites but additional here?

Do you have any suggestions on how we could improve our product or outdoor pursuits? Instructor training is unpenhine - very few have the ability to keep the kids engaged and on task.

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SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *water sports*

Which aspect of your stay was least enjoyed?

How do you rate the overall product on a value for money basis? *price had gone up but understandably due to Covid*

Will you be considering a further visit with Manor Adventure? *Not sure. Not at current standards.*

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

I will detail all of the issues we have felt this year in comparison to previous in an email or conversation with site manager. Drop in standards has been evident.

Where did you hear of Manor Adventure? *previous visitor.*

What were the reasons for choosing Manor Adventure? *previous visitor.*

Which centre did you visit last year? *Lockerbie prior to Covid.*

What other visits does your school organise?

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



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