

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: *Locherbie Manor* DATES: *6th - 8th June*

NAME OF ACCOMMODATION: *Locherbie 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? *1 very*

How could we improve our website, www.manoradventure.com?

*Show pictures of different rooms*

If you had a visit from one of our School Journey Advisors:

Did he provide a fair description of our centre and product? *NA*

How professional was the Presentation Evening? *NA*

How did you rate our pre-visit administration?

Customer Services (Bookings, payments, support)? *1*

Operations (Rooming, outdoor pursuit programmes, support)? *1*

Preview visit to the centre? \_\_\_\_\_

### SECTION 2: Arrivals - All very helpful and staff all lovely

General Welcome: *1* Fire Drill: *1*

Room Allocation: *1* Introductory Talk: *1*

### 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? *only issue is we were*

*separated into 2 different corridors/areas*

Standard of cleanliness / tidiness? (teacher & pupil) *None*

\_\_\_\_\_

Standard of Furnishing? *None*

\_\_\_\_\_

### SECTION 4: Meals

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

\_\_\_\_\_

Was there enough to eat? *Plenty!*

\_\_\_\_\_

Was the food served promptly? *yes!*

\_\_\_\_\_

Were all dietary requirements catered for? *yes*

\_\_\_\_\_

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

\_\_\_\_\_

Any other comments? *Catering staff & food was*

*fantastic!*

\_\_\_\_\_

### 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 instructors were fantastic, so helpful,*

*friendly and encouraging*

How do you rate the outdoor pursuits? *- great kids loved*

*them. water sports were amazing.*

How do you rate the outdoor pursuit equipment? *1 great is*

\_\_\_\_\_

What were your pupil's favourite outdoor pursuits? *zip line, kayaking*

*Abseiling, Archery*

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

*None*

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

*All great!*

\_\_\_\_\_

**SECTION 6: Overall Assessment**

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

Which aspect of your stay was least enjoyed? *Trying to dry clothes*

How do you rate the overall product on a value for money basis? *(1) Excellent  
lots packed in*

Will you be considering a further visit with Manor Adventure? *yes*

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

*All staff were so lovely and helpful.*

Where did you hear of Manor Adventure? *Been previously*

What were the reasons for choosing Manor Adventure? *see above*

Which centre did you visit last year? *Same*

What other visits does your school organise? *PT Camp*

**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