

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: 6th - 10th June

NAME OF ACCOMMODATION: POD VILLAGE

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?
..... 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?

How professional was the Presentation Evening?

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? IT WAS GREAT FOR ONE OF OUR CHILDREN WITH ADDITIONAL NEEDS TO HAVE A PRE VISIT - THANK YOU

SECTION 2: Arrivals

General Welcome: EXCELLENT Fire Drill: ✓

Room Allocation: EXCELLENT Introductory Talk: QUICKER THAN PREVIOUS TIMES - THIS WAS GREAT

SECTION 3: Centre Facilities:

Pupil Accommodation: GREAT Teacher Accommodation: GREAT

Washing & Toilet Facilities: VERY GOOD Cleanliness / Hygiene: VERY GOOD

The Grounds: EXCELLENT Catering: VERY GOOD

Were there any accommodation problems?

ONE OF THE LIGHTS IN A POD IN PV2 WAS BROKEN
TOILET FLUSH IN PV2 BROKEN.

Standard of cleanliness / tidiness? (teacher & pupil)

VERY GOOD - LOVELY & CLEAN

Standard of Furnishing? COULD MAYBE HAVE COMPIER FURNISHINGS

IN TEACHER STAFFROOMS IN POD VILLAGES

SECTION 4: Meals

Were the meals of an adequate standard? YES

Was there enough to eat? YES - LOTS OF OPTIONS

Was the food served promptly? VERY PROMPT

Were all dietary requirements catered for? THIS WAS EXCELLENT & CATERED FOR VEGAN, HALAL, VEG, ALLERGIES VERY WELL

How do you rate the packed lunches?

Any other comments?

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: YES Professional: YES

Which Instructors were motivating / clear / enthusiastic?

SCOTT, BEN, HOLLY, MARIO were all excellent & motivated the children really well

How do you rate the outdoor pursuits? EXCELLENT

How do you rate the outdoor pursuit equipment? EXCELLENT

What were your pupil's favourite outdoor pursuits? SUP, HIGH ROPES, ABSEILING, & FENCING

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

A ROPES COURSE ABOVE WATER WOULD BE COOL / WATER OBSTACLE COURSE

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

THERE CAN BE SOMETIMES BE A LOT OF WAITING AROUND DURING ACTIVITIES, IF THIS COULD BE REDUCED IT WOULD MAXIMIZE THE EXPERIENCE - THIS IS DEPENDENT ON ENTHUSIASM OF INSTRUCTORS - SOME ARE GREAT

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? ...*FRIENDLY STAFF AND OPPORTUNITY FOR STAFF & CHILDREN TO ENJOY AN OUTDOOR WEEK!*

Which aspect of your stay was least enjoyed?

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

...*IT IS QUITE EXPENSIVE AND PRICE HAS RISEN IN THE PAST FEW YEARS WE UNDERSTAND THAT THIS IS DUE TO ECONOMIC CRISIS*

Will you be considering a further visit with Manor Adventure?

...*DEFINITELY*

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

...*IT WOULD BE GREAT TO ENSURE A THOROUGH HANDOVER FOR ALL CHILDREN WITH ASN NEEDS PRIOR TO ARRIVAL*

Where did you hear of Manor Adventure? ...*PREVIOUS VISIT*

What were the reasons for choosing Manor Adventure?

...*PREVIOUS VISIT WAS GREAT*

Which centre did you visit last year? ...*LOCKERBIE MANOR*

What other visits does your school organise? ...*N/A*

SECTION 7

THANK YOU SO MUCH FOR SUCH A FANTASTIC VISIT TO LOCKERBIE AGAIN! THE CHILDREN & STAFF HAVE ABSOLUTELY LOVED IT 😊

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:

Address:

manor adventure

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manor adventure

COURSE REPORT FORM

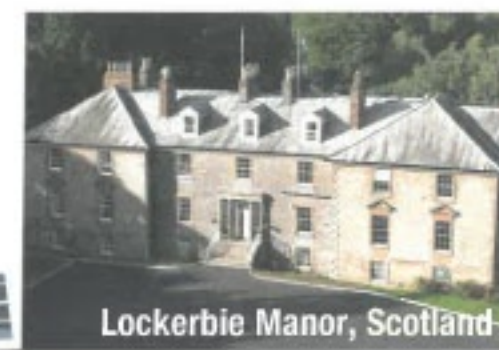
For



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