

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: 27th - 29th June  
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? 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)? .....

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

Preview visit to the centre? .....

### SECTION 2: Arrivals

General Welcome: Good Fire Drill: Good

Room Allocation: Good Introductory Talk: Good

### SECTION 3: Centre Facilities:

Pupil Accommodation: Good Teacher Accommodation: Good

Washing & Toilet Facilities: Good Cleanliness / Hygiene: V. Good

The Grounds: V. Good Catering: .....

Were there any accommodation problems? No

Standard of cleanliness / tidiness? (teacher & pupil) V. Good

Standard of Furnishing? Good

### SECTION 4: Meals

Were the meals of an adequate standard? Yes

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? Didn't have one

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?

This varied. All were clear some were more

enthusiastic & motivating than others

How do you rate the outdoor pursuits? Very good

How do you rate the outdoor pursuit equipment? V. good

What were your pupil's favourite outdoor pursuits? Kayaking, obstacle

course, climbing, blind trail

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?

Pupils did not particularly enjoy W/Games. I feel we  
came to Lockerbie Manor to take part in activities we can't do  
in school. We played Hide & Seek & Solist in W/Games

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *Kayaking*

Which aspect of your stay was least enjoyed? *w/ Games*

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

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?

Where did you hear of Manor Adventure? *We have visited a number of times*

What were the reasons for choosing Manor Adventure? *Activities on offer and value for money*

Which centre did you visit last year? *Lockerbie Manor*

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



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