

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 June ~ 1st July 2022
NAME OF ACCOMMODATION: Manor House

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?

It is perfectly fine.

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: 1 Fire Drill: 1

Room Allocation: 3 Introductory Talk: 1

SECTION 3: Centre Facilities:

Pupil Accommodation: 2 Teacher Accommodation: 1

Washing & Toilet Facilities: 1 Cleanliness / Hygiene: 3

The Grounds: 1 Catering: 1

Were there any accommodation problems? Our boys rooms and

girls rooms were too far apart and decided by

another school

Standard of cleanliness / tidiness? (teacher & pupil) 3-4 The corridors

were not as clean as the rooms which were excellent.

Standard of Furnishing? More dusting of doors, frames and picture rails needed.

2 - Arm chairs and dining chairs could be replaced.

SECTION 4: Meals

Were the meals of an adequate standard? yes - very good

Was there enough to eat? Plenty - lots of food

Was the food served promptly? yes

Were all dietary requirements catered for? yes

How do you rate the packed lunches? -

Any other comments? The catering staff were excellent!

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: 1 Professional: 1

Which Instructors were motivating / clear / enthusiastic?

Very

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? water sports, climbing,

ripe crossing

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

Visits in the local area, quad biking

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

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *The whole experience.*

Which aspect of your stay was least enjoyed? *having wet activities on the last morning*

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?

We would have preferred high ropes / Jacob's Ladder and dry activities on the last morning.

Where did you hear of Manor Adventure? *Visited before - Brontel.*

What were the reasons for choosing Manor Adventure? *Range of activities, locations.*

Which centre did you visit last year? *None - due to Covid* *Normally visit Chateau du*

What other visits does your school organise? *Brontel, 42 Tattenhall, 44 Conway Centre.*

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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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