

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: 27-29th June 22
NAME OF ACCOMMODATION: Pod Village 2

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? 2

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

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?

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: 2 Fire Drill: 2

Room Allocation: 2 Introductory Talk: 2

SECTION 3: Centre Facilities:

Pupil Accommodation: 1 Teacher Accommodation: 1

Washing & Toilet Facilities: 1 Cleanliness / Hygiene: 1

The Grounds: 2 Catering: 1

Were there any accommodation problems? No issues - perhaps

on arrival with tired & excited children let them put their bags in rooms prior to safety fire talk.

Standard of cleanliness / tidiness? (teacher & pupil)

Very good

Standard of Furnishing? very good

SECTION 4: Meals

Were the meals of an adequate standard? Yes, child

friendly, plenty of choice. Consider veggie

Was there enough to eat? / options available for all.

Lodds to eat & good standard.

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? as above & catering

staff friendly.

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: 2 Professional: 2

Which Instructors were motivating / clear / enthusiastic?

Most instructors were all of the above a few lacked oomph.

How do you rate the outdoor pursuits? Very good

How do you rate the outdoor pursuit equipment? good, we were a

large group so we did have to share / swap

What were your pupil's favourite outdoor pursuits? Zip wire, raffles

(wish they had chosen high ropes & obstacle course)

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?

- perhaps agreed games / ideas so that the experience is the same for all groups from the same school.

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *Peds great, drying facilities on hand, excellent.*

Which aspect of your stay was least enjoyed? *~ 'Scottish Summer!'*

How do you rate the overall product on a value for money basis? *More expensive than similar competitors*

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

Have you any further general comments which you feel would be useful to us?
Thank you to the instructors who go the extra mile to nurture & encourage the children to challenge themselves.

Where did you hear of Manor Adventure? *other schools*

What were the reasons for choosing Manor Adventure? *-Covid rules & impact. Close to home as for many children this is their first time away from family.*

Which centre did you visit last year? *None due to covid but previously Kingswood at Hexham.*

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:



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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