

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: Lockevie Manor DATES: 22nd - 24th June  
NAME OF ACCOMMODATION: Manor B 12, 13, 14

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?  
didn't really use it

If you had a visit from one of our School Journey Advisors: NA - no visit

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)? ..... 1

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

Preview visit to the centre? ..... NA

**SECTION 2: Arrivals**

General Welcome: ..... 1 ..... Fire Drill: ..... 1

Room Allocation: ..... 1 ..... Introductory Talk: ..... 1

**SECTION 3: Centre Facilities:**

Pupil Accommodation: ..... 3 ..... Teacher Accommodation: ..... 2

Washing & Toilet Facilities: ..... 2 ..... Cleanliness / Hygiene: ..... 2

The Grounds: ..... 2 ..... Catering: ..... 3

Were there any accommodation problems? We would have preferred to be on a corner with just our school as noisy at night - our children were younger so

Standard of cleanliness / tidiness? (teacher & pupil) ..... 2

last time the location of rooms was far better.

Standard of Furnishing? ..... 3

**SECTION 4: Meals**

Were the meals of an adequate standard? ..... 3

Was there enough to eat? ..... 1 - lots!

Was the food served promptly? ..... 3 - generally

Were all dietary requirements catered for? Diabetes wasn't well organised at start - some miscommunication

How do you rate the packed lunches? ..... perhaps  
NA

Any other comments? .....

**SECTION 5: Centre Staff & Outdoor Pursuits**

How do you rate the Centre Staff / Instructors?

Helpful: ..... 2 ..... Professional: ..... 2

Which Instructors were motivating / clear / enthusiastic?  
Yes - some more upbeat than others. Jenny excellent and Rachel

How do you rate the outdoor pursuits? ..... 2

How do you rate the outdoor pursuit equipment? ..... 1

What were your pupil's favourite outdoor pursuits? Zip wire, vixes, canoe / kayak

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? .....

**SECTION 6: Overall Assessment**

Which aspect of your stay was most enjoyed? *children having fun*

Which aspect of your stay was least enjoyed? *rooms close to another school - noisy in the night*

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 - 2024*

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

Where did you hear of Manor Adventure? *online - been previously*

What were the reasons for choosing Manor Adventure? *been before in 2018*

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

What other visits does your school organise? *Edinburgh residential*

**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