

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: Lockertie Manor DATES: 1 July 2022 (29-1)
NAME OF ACCOMMODATION: Lockertie 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? 1

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

More photos of pods/activities (video good)

If you had a visit from one of our School Journey Advisors: N/A

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)? Great

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

Preview visit to the centre?

SECTION 2: Arrivals

General Welcome: Excellent Fire Drill: ✓

Room Allocation: Excellent Introductory Talk: Excellent clear

SECTION 3: Centre Facilities: blinds would be good
Pupil Accommodation: Excellent Teacher Accommodation: Great

Washing & Toilet Facilities: Great Cleanliness / Hygiene: Great

The Grounds: Excellent Catering: lovely

Were there any accommodation problems? None

(Cement mixer wasn't great in our space - distraction & hazard)

Standard of cleanliness / tidiness? (teacher & pupil) Can't fault it

Standard of Furnishing? ✓ super

SECTION 4: Meals

Were the meals of an adequate standard? Yes

Was there enough to eat? Definitely

Was the food served promptly? Very

Were all dietary requirements catered for? Yes

How do you rate the packed lunches? Didn't have

Any other comments? Little squashed but ok in hall

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: 100% Professional: 100%

Which Instructors were motivating / clear / enthusiastic?

Yes - Holly was fantastic!

How do you rate the outdoor pursuits? Great - good variety

How do you rate the outdoor pursuit equipment? Great! Well equip

What were your pupil's favourite outdoor pursuits? Abseiling ziplines Initiative

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

Biking wasn't on offer & we'd like that

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

More seating around outdoors

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed?

Which aspect of your stay was least enjoyed? *Trying to get our children to sleep*

Wet clothes not drying!

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

Excellent

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?

Some of the instructors were less enthusiastic than others. Holly's attitude and encouragement really uplifted the children - also Joe & Chloe!

Where did you hear of Manor Adventure? *Previous visits*

What were the reasons for choosing Manor Adventure? *Not too much*

waiting around.

Which centre did you visit last year? *None*

What other visits does your school organise?

City visit to Liverpool.

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