

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: 1<sup>ST</sup> MARCH - 4<sup>TH</sup> MARCH 2022

NAME OF ACCOMMODATION: POD VILLAGES

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, Excellent.

How could we improve our website, www.manoradventure.com?  
Website was excellent. No improvement needed

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)? Excellent *Gillian is lovely and amazing at reception. 😊*

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

Preview visit to the centre? Excellent

### SECTION 2: Arrivals - Very well organised.

General Welcome: Excellent Fire Drill: Excellent

Room Allocation: Excellent Introductory Talk: Excellent

### SECTION 3: Centre Facilities:

Pupil Accommodation: Excellent Teacher Accommodation: Excellent

Washing & Toilet Facilities: Excellent Cleanliness / Hygiene: Excellent

The Grounds: Excellent Catering: Excellent. Catering Manager was fantastic. Thank you!

Were there any accommodation problems? .....

Any problems were fixed immediately. Gillian was amazing at informing staff right away.

Standard of cleanliness / tidiness? (teacher & pupil) Excellent

Standard of Furnishing? Excellent.

### SECTION 4: Meals

Were the meals of an adequate standard? Yes, very much so.

Was there enough to eat? Plenty.

Was the food served promptly? Yes. Amazingly promptly. Very well organised kitchen. Again, catering manager is amazing!!!

Were all dietary requirements catered for?  
Yes! The dietary cards are fantastic!

How do you rate the packed lunches? —

Any other comments? Food was a highlight of the trip. Catering manager was excellent and very kind to our whole party.

### SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?  
Helpful: Excellent Professional: Excellent *Actually, outstanding!*

Which Instructors were motivating / clear / enthusiastic?  
Scott was very lovely and fantastic with kids. Lewis was also great. Luke was extremely helpful and kind!! Kids really liked Curtis, Jenny was also fab!

How do you rate the outdoor pursuits?  
Excellent. All staff on outdoor sports are great.

How do you rate the outdoor pursuit equipment?  
Excellent.

What were your pupil's favourite outdoor pursuits? Sup/Water sports, climbing/abseiling.

Are there any new outdoor pursuits you would like Manor Adventure to offer?  
More ~~manor~~ water sports, Sailing etc. Inflatables on water. Zip line over the lake.

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? *All of it!*  
*Coffee machine was well used (highlighted for the teachers)*

Which aspect of your stay was least enjoyed? *N/A.*

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

*We understand it is difficult to keep pricing down, however this is a priority especially for families with financial difficulties.*

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?

*Our trip was excellent. We cannot thank the staff enough. Danny is an outstanding leader and this comes across in the ethos of the centre. This is certainly the best experience we have had at Lockerbie. Thank you Danny + the team.*

Where did you hear of Manor Adventure? *online.*

What were the reasons for choosing Manor Adventure?

*Range of activities, high standards, price, approval for ERC Council, previous successful experiences.*

Which centre did you visit last year? *Lockerbie (Pre-covid)*

What other visits does your school organise? *Local area trips.*

**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? *Most ERC schools already come.*

Name: ..... Name: .....

Address: ..... Address: .....

*Thank you!! 😊 see you soon!*  
**manor adventure**

# manor adventure

## COURSE REPORT FORM

For



Culmington Manor, England



Lockerbie Manor, Scotland



Abernant Lake Hotel, Wales

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