

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: DATES: 14-18 March 2022

NAME OF ACCOMMODATION: Lockerbie 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? 3

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

If you had a visit from one of our School Journey Advisors: No visit that I'm aware of.

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)? 3

Operations (Rooming, outdoor pursuit programmes, support)? 3

Preview visit to the centre? 3

SECTION 2: Arrivals

General Welcome: 3 Fire Drill: 3

Room Allocation: 3 Introductory Talk: 3

SECTION 3: Centre Facilities:

Pupil Accommodation: 3 Teacher Accommodation: 5

Washing & Toilet Facilities: 3 Cleanliness / Hygiene: 3

The Grounds: 3 Catering: 3

Were there any accommodation problems? Teachers dorm had very unpleasant and unbearable smell over the course of the week. Air fresheners provided but didn't mask smell.

Standard of cleanliness / tidiness? (teacher & pupil) 3

Standard of Furnishing? No furnishing in child dorms.

SECTION 4: Meals

Were the meals of an adequate standard? 3

Was there enough to eat? 3

Was the food served promptly? 3

Were all dietary requirements catered for? 4

How do you rate the packed lunches? N/A

Any other comments?

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: 4/5 Professional: 4

Which Instructors were motivating / clear / enthusiastic?

Not many - Holly and Lewis were great. Most other instructors were very uninviting, unengaging, not very motivating and hardly conversed with the children.

How do you rate the outdoor pursuits? 2 - great range however a lot of time waiting about preparing for activities.

How do you rate the outdoor pursuit equipment? 2 all equipment clean and of a great standard.

What were your pupil's favourite outdoor pursuits? High Ropes and 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?

We feel the staff really make or break these sessions and that would be our biggest suggestion for improvements. Drilling canoeing/kayaking perhaps play games and have races instead of being left to own devices.

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *Socialising with peers outside of*

Which aspect of your stay was least enjoyed? *Staff rooms/accommodation and the lack of engagement from activity staff*

How do you rate the overall product on a value for money basis? *Unsure of the cost so cannot answer.*

Will you be considering a further visit with Manor Adventure? *Outwith my hands*

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

We feel the children would benefit from a common room area to meet as a whole school (after meals etc).

Where did you hear of Manor Adventure? *Visited Previously*

What were the reasons for choosing Manor Adventure? *Visited Previously*

Which centre did you visit last year? *Same one*

What other visits does your school organise? *No other visits*

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