

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: 7-11 March '22
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? 2

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

Copy of menu in advance. Clearer instructions about check out - we were not told when to have rooms cleared
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? n/a

How did you rate our pre-visit administration?

Customer Services (Bookings, payments, support)? 2

Operations (Rooming, outdoor pursuit programmes, support)? 2

Preview visit to the centre? n/a

SECTION 2: Arrivals

General Welcome: 1 Fire Drill: 1

Room Allocation: 3 Introductory Talk: 2

SECTION 3: Centre Facilities:

Pupil Accommodation: 2 ^{extra spare room appreciated} Teacher Accommodation: 1

Washing & Toilet Facilities: 2 Cleanliness / Hygiene: 1

The Grounds: 2 Catering: 4

Were there any accommodation problems? Some rooms are too small for 8 to shared (B16). No communal space

Standard of cleanliness / tidiness? (teacher & pupil) was problematic

Standard of Furnishing? Beds very squeaky. Doors were difficult with codes not always working

SECTION 4: Meals

Were the meals of an adequate standard? No - Some were not child friendly & kids went hungry. Not enough dietary offering
Was there enough to eat? No - children should be offered 2nds - especially because of restrictions

Was the food served promptly? Yes

Were all dietary requirements catered for? No - Vegan options for staff not available Mon & Tues

How do you rate the packed lunches? n/a cooked lunches provided

Any other comments? Salads & breakfast bars need to restocked between each school

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: 5 Professional: 5

Which Instructors were motivating / clear / enthusiastic?

Rosie was excellent.
Sarah, Rachel, Frankie were friendly

How do you rate the outdoor pursuits? 4 - you should not have to pay additional fee for activities

How do you rate the outdoor pursuit equipment? 1

What were your pupil's favourite outdoor pursuits? Zipwire, climbing, fencing

Are there any new outdoor pursuits you would like Manor Adventure to offer? Some calming indoor tasks like cooking or crafts

Do you have any suggestions on how we could improve our product or outdoor pursuits?
Staff need training on how to talk to kids. Attitudes were completely unacceptable at times.

Most staff did not introduce themselves & persistently used negative & unkind language to kids that caused huge upset

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? Food

Which aspect of your stay was least enjoyed? Instructors enthusiasm

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

charged should include all activities & more games / free time space

Will you be considering a further visit with Manor Adventure? No

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

kids need other spaces to go for their free time. Game room. Evening activities could be done together - movie night?

Where did you hear of Manor Adventure? Been before

What were the reasons for choosing Manor Adventure? Halal options provided

Which centre did you visit last year? 2020 - Lockerbie 2019 - Abernethy

What other visits does your school organise? Day & weekend trips more local

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