

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: 4/5/22-6/5/22 .....  
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? ..... - .....

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

..... Website met its purpose .....

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)? ..... 2 .....

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

Preview visit to the centre? .....

### SECTION 2: Arrivals

General Welcome: ..... 2 ..... Fire Drill: ..... 2 .....

Room Allocation: ..... 2 ..... Introductory Talk: ..... 3 .....

### SECTION 3: Centre Facilities:

Pupil Accommodation: ..... 4 ..... Teacher Accommodation: ..... 1 .....

Washing & Toilet Facilities: ..... 3 ..... Cleanliness / Hygiene: ..... 3 .....

The Grounds: ..... 1 ..... Catering: ..... 2 .....

Were there any accommodation problems? Washed hair .....

Standard of cleanliness / tidiness? (teacher & pupil) Teacher rooms excellent One

of the pupil rooms had a bit of mold in it .....

Standard of Furnishing? Furnishings in teacher room excellent although several

blinds missing from the window and didn't work properly in room B004  
Pupil rooms ok but some issues. Could do with hooks in kid rooms for wet towels etc

### SECTION 4: Meals

Were the meals of an adequate standard? ..... 2 - Great to see some of the pupils  
trying new foods they hadn't tried before and the food was enjoyed.

Was there enough to eat? ..... 2 - Salad bar could do with being topped up  
a bit more frequently .....

Was the food served promptly? ..... 2 .....

Were all dietary requirements catered for? ..... 1 .....

How do you rate the packed lunches? ..... - .....

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?

..... Holly - very good!! Craig, Natalie, Lewis .....

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

How do you rate the outdoor pursuit equipment? ..... 2 Could do with more

fencing foils .....

What were your pupil's favourite outdoor pursuits? Kayaking, Bund Trail,

Abseiling, Zipwire, Mountain Climbing .....

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?

..... A lot of standing about with some activities. Strategies to overcome  
this?



**SECTION 6: Overall Assessment**

Which aspect of your stay was most enjoyed? *Activities*

Which aspect of your stay was least enjoyed? *Standard of some of the rooms.*

How do you rate the overall product on a value for money basis? *3 - Good activities but it is a bit disappointing for the cost you pay that you don't have the option of all activities.*

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?

*A few instructors lacked a bit of motivation & enthusiasm with the pupils. We raised concerns regarding the quality of the risk assessment provided by Manor Adventure prior to our visit.*

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

What were the reasons for choosing Manor Adventure? *Poor customer service from previous residential provider which we went to due to cheaper cost. Previous successful visits to Lockerbie Manor.*

Which centre did you visit last year? *-*

What other visits does your school organise? *-*

**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

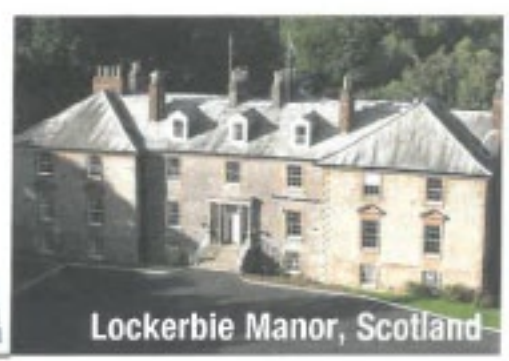
For



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