

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: 4TH - 6TH MAR 2022
NAME OF ACCOMMODATION: POO VILLAGE 1

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?
EVERYTHING WE REQUIRED.

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)? 1
Operations (Rooming, outdoor pursuit programmes, support)? 1
Preview visit to the centre? N/A BEEN BEFORE

SECTION 2: Arrivals

General Welcome: 1 Fire Drill: 1
Room Allocation: 1 Introductory Talk: 1

SECTION 3: Centre Facilities:

Pupil Accommodation: 2 Teacher Accommodation: 1
Washing & Toilet Facilities: 1 Cleanliness / Hygiene: 1
The Grounds: 1 Catering: 2
Were there any accommodation problems? NO BUNDS/SCREENS ON WINDOWS IN PUPIL ROOMS. COMPLAINTED OUTDOOR SEATING BEING REMOVED AND NO ALTERNATIVE PROVIDED. CHILDREN HAD TO SIT INSIDE UNLIKE PREVIOUS YEARS. LOTS OF PICNIC BENCHES COULD BE THE SOLUTION (ONLY 3 AT PRESENT).
Standard of cleanliness / tidiness? (teacher & pupil) 1

Standard of Furnishing? 2

SECTION 4: Meals

Were the meals of an adequate standard? YES
Was there enough to eat? YES
Was the food served promptly? YES
Were all dietary requirements catered for? YES
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: 1 Professional: 1
Which Instructors were motivating / clear / enthusiastic?
ALL MANOR ADVENTURE INSTRUCTORS ESPECIALLY SCOTT.

How do you rate the outdoor pursuits? 1
How do you rate the outdoor pursuit equipment? 1

What were your pupil's favourite outdoor pursuits? NOT HAD TIME TO ASK 😊

Are there any new outdoor pursuits you would like Manor Adventure to offer? NO BUT
DEW WANTED TO SEE NEW HIGH ROPES COURSE WHICH WE WILL DEFINITELY REQUEST NEXT YEAR.
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? *Activities*

Which aspect of your stay was least enjoyed? *Nowhere for children to sit & relax at pod village during downtime*

How do you rate the overall product on a value for money basis? *Good. Number of daily activities makes it worth the cost.*

Will you be considering a further visit with Manor Adventure? *Yes. Booked for 2023.*

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

Please provide enough outdoor seating at pod village. In previous year it worked very well & children could sit outdoors. Bunks please - too heat in AM.

Where did you hear of Manor Adventure? *At an educational show many years ago & have now attended a number of times.*

What were the reasons for choosing Manor Adventure? *Organisation of outdoor activities. Very little time wasted in transitions.*

Which centre did you visit last year? *Lockerbie (see card).*

What other visits does your school organise? *Only Residential.*

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



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