

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: 11/5/22 - 13/5/22
NAME OF ACCOMMODATION: MAIN HOUSE

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? SOMEWHAT

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

WE WERE TOLD TO BRING PILLOWCASES AS PILLOWS WERE PROVIDED. THIS WAS NOT THE CASE
If you had a visit from one of our School Journey Advisors:

Did he provide a fair description of our centre and product? Y

How professional was the Presentation Evening? N/A

How did you rate our pre-visit administration?

Customer Services (Bookings, payments, support)? N/A

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

Preview visit to the centre? N/A

SECTION 2: Arrivals

General Welcome: GOOD .. Fire Drill: VG

Room Allocation: VG .. Introductory Talk: VG

SECTION 3: Centre Facilities:

Pupil Accommodation: G .. Teacher Accommodation: VG

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

The Grounds: VG .. Catering: G

Were there any accommodation problems? NO

Standard of cleanliness / tidiness? (teacher & pupil) CLEAN + TIDY

Standard of Furnishing? GOOD

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? STAFF WERE ABRUPT AT SERVICE WITHIN SEN REPIILS

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: VG .. Professional: VG

Which Instructors were motivating / clear / enthusiastic?

MOST INSTRUCTORS WERE VG

How do you rate the outdoor pursuits? GOOD

How do you rate the outdoor pursuit equipment? GOOD

What were your pupil's favourite outdoor pursuits? CANOEING + KAYAKING

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?

Buy or New WET SUITS - THESE WERE TIRED/RIPPED ETC

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed?

WATER SPORTS & ARCHERY

Which aspect of your stay was least enjoyed?

OUR TIMETABLE WAS CHANGED - KIDS WERE DISSAPPOINTED TO MISS OUT ON PADDLEBOARDING

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

GOOD VALUE FOR MONEY

Will you be considering a further visit with Manor Adventure?

POSSIBLY

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

OUR GROUPS WERE TOO BIG (12) KIDS GOT BORED WAITING FOR EVERYONE TO HAVE A TURN

Where did you hear of Manor Adventure? *SCHOOL BROCHURE*

What were the reasons for choosing Manor Adventure?

PROXIMITY, PREVIOUS POSITIVE EXPERIENCE, GOOD FOOD

Which centre did you visit last year? *SAME*

What other visits does your school organise? *DAY 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