

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: 29.4.22 - 1.5.22
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? 2

How could we improve our website, www.manoradventure.com?
2

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)? 1

Operations (Rooming, outdoor pursuit programmes, support)? 1

Preview visit to the centre? N/A

SECTION 2: Arrivals

General Welcome: 2 Fire Drill: 2

Room Allocation: 1 Introductory Talk: 2

SECTION 3: Centre Facilities:

Pupil Accommodation: 1 Teacher Accommodation: 1

Washing & Toilet Facilities: 1 Cleanliness / Hygiene: 1

The Grounds: 1 Catering: 1

Were there any accommodation problems? N/A

Standard of cleanliness / tidiness? (teacher & pupil) 1

Standard of Furnishing? 1 staff bedding/mattress etc excellent.

SECTION 4: Meals

Were the meals of an adequate standard? Yes

Was there enough to eat? Yes - second helpings offered as well.

Was the food served promptly? Yes

Were all dietary requirements catered for? Yes + v. specific on allergies / helpful.

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: 2 Professional: 1

Which Instructors were motivating / clear / enthusiastic?

Yes - v. friendly with pupils & staff. Supportive with kids

How do you rate the outdoor pursuits? 2 - facilities close by / onsite is great.

How do you rate the outdoor pursuit equipment? 1 - good range

What were your pupil's favourite outdoor pursuits? high ropes, orienteering, watersports.

Are there any new outdoor pursuits you would like Manor Adventure to offer?

pupils would like archery / raft building. these are all things that are not done.

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? *facilities, range of activities, staff.*

Which aspect of your stay was least enjoyed? *N/A*
framing - Games room - could be improved.

How do you rate the overall product on a value for money basis? *value for money.*
Larger sessions on some activities - is this possible?

Will you be considering a further visit with Manor Adventure? *yes - could bring more year groups at same time + fill as a school.*

Have you any further general comments which you feel would be useful to us?
Gesff was great (! :)).

Where did you hear of Manor Adventure?

What were the reasons for choosing Manor Adventure? *whole package offered.*

Which centre did you visit last year? *N/A Covid.*

What other visits does your school organise? *Cowes, Law Mill, Manck Pny + LdsnGre.*

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