

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 L
CENTRE: LOCKERSBIE MANOR DATES: 25-29th APRIL
NAME OF ACCOMMODATION: POD VILLAGES 1 + 2

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? N/A

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

1

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: NOT ALL STAFF INCLUDED IN FIRE DRILL -

Room Allocation: 1 Introductory Talk: 1

SECTION 3: Centre Facilities:

4 WILL SEATING + STORAGE OUTSIDE PODS BE RE-INSTATED - NOT ENOUGH SEATING TO SOCIALISE AT POD VILLAGES. Pupil Accommodation: 3 Teacher Accommodation: 2

Washing & Toilet Facilities: 1 Cleanliness / Hygiene: 1

The Grounds: 1 GREAT RESPONSE FROM MAINTENANCE TEAM Catering: 2 A LOT OF CARBS - HELPFUL

Were there any accommodation problems? BLINDS ON PUPIL PODS

Standard of cleanliness / tidiness? (teacher & pupil) 1 GIRLS VILLAGE - NEED A SANITARY

BIN IN BOTH BLOCKS IF ALL FEMALE. COULD DO WITH MORE BINS AROUND SITE AND IN POD VILLAGES

Standard of Furnishing? 1 MORE SEATING REQUIRED IN POD VILLAGES

SECTION 4: Meals

Were the meals of an adequate standard? YES - BUT SOUP + SANDWICH/BAKED SPUDS IS GREAT AT LUNCH - DON'T NEED FULL MEAL

Was there enough to eat? YES - BUT SOMETIMES DIETARY REQUESTS HAD RAN OUT + SALAD BAR NOT REFILLED ENOUGH

Was the food served promptly? YES - RAN OUT OF CUPS/TRAYS / CUTLERY EVERY SERVICE. SOMETIMES ONLY 1 PERSON SERVING, CLEARING + REFILLING

Were all dietary requirements catered for? YES - SEE ABOVE

How do you rate the packed lunches? N/A

Any other comments? STAFF WERE REALLY HELPFUL AND ACCOMMODATING TO OUR 'FUSSY' EATERS. FRIENDLY AND HELPFUL + SUPPORTIVE OF DIETARY REQUIREMENTS A LOT OF PASTA OVER THE WEEK!

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: 1 90% Professional: NOT ALL INSTRUCTORS. A FEW INAPPROPRIATE 'DREX' COMMENTS BUT DON'T KNOW KIDS WELL ENOUGH TO DO THIS. ENTHUSIASTIC?

Which Instructors were motivating / clear / enthusiastic?
WILL/SCOTT/CRAIG/NAT/MARIO/RALHAEL/JAZZ/CHLOE JENNY

How do you rate the outdoor pursuits? 2 BUT SOMETIMES INSTRUCTION TOO LONG OR 45 MIN TO START ARCHERY! VERY SAFE! OTHER INSTRUCTORS GOT STARTED QUICKER.

How do you rate the outdoor pursuit equipment? 1 NEED MORE FENCING. LOVE THE NEW HIGH ROPES.

What were your pupil's favourite outdoor pursuits? BLIND TRAIL, HIGH ROPES/ARCHERY/BIKE/CRATE STACKING - ALL WATER

ZIP/ HATED SCAVENGER HUNT!! / NOT ENOUGH EQUIPMENT FOR 12 FENCING. OBSTACLE COURSE A BIT TIRED!

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

Do you have any suggestions on how we could improve our product or outdoor pursuits?
LOVE LOCKERSBIE MANOR 1

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? ALL ACTIVITIES ON SITE AND CAN SEE + SUPPORT CHILDREN ON ALL ACTIVITIES.

Which aspect of your stay was least enjoyed? N/A

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

Will you be considering a further visit with Manor Adventure? ALREADY BOOKED FOR NEXT YEAR.

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

FELT LIKE A LOT OF YOUNGER, INEXPERIENCED STAFF THIS YEAR WHO WAKE 4000 BUT LACKED A BIT OF CONFIDENCE + ENTHUSIASM WITH THE CHILDREN. HOPEFULLY THIS WILL DEVELOP POST COVID.

DANNIE + GILLIAN HAVE BEEN EXCELLENT HOSTS !!

Where did you hear of Manor Adventure? REGULAR VISITORS

What were the reasons for choosing Manor Adventure? VALUE FOR MONEY, MTS, PROXIMITY, QUALITY OF EXPERIENCE, FRIENDLINESS + PROFESSIONALISM OF STAFF

Which centre did you visit last year? COVID TESTING CENTRE. 😊

What other visits does your school organise? THIS IS OUR ONLY CLUSTER ONE, AND ALREADY BOOKED FOR NEXT YEAR.

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? ALREADY RECOMMENDED

Name: Name:

Address: Address:

manor adventure

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COURSE REPORT FORM

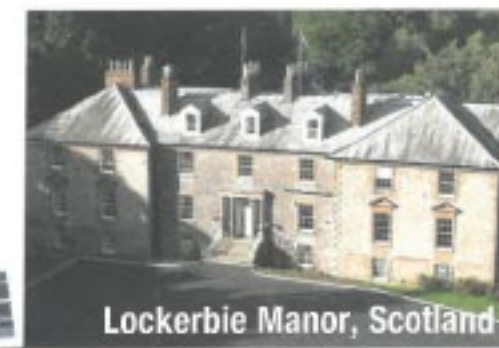
For



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