

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: 18TH-20TH MAY 2022
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? ...1

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

It would be helpful to have the direct phone number for Lockerbie Manor on website.

If you had a visit from one of our School Journey Advisors:

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

How professional was the Presentation Evening? ...1 (it was virtual)

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? ...1

SECTION 2: Arrivals

General Welcome: ...1 Fire Drill: ...1

Room Allocation: 2 Introductory Talk: ...1

SECTION 3: Centre Facilities:

Pupil Accommodation: 3 Teacher Accommodation: 2

Washing & Toilet Facilities: ...1 Cleanliness / Hygiene: 3

The Grounds: ...1 Catering: Overall very good but we were very unsatisfied with our first meal

Were there any accommodation problems? No

No:

Standard of cleanliness / tidiness? (teacher & pupil) Corridors didn't seem to be cleaned at all during our stay

Standard of Furnishing? In teachers' rooms excellent. Good in dorms.

SECTION 4: Meals

Were the meals of an adequate standard? Overall, yes. Options weren't great for children for our first dinner

Was there enough to eat? Not at first dinner - alternatives had to be cooked (twice) but plenty at every other meal

Was the food served promptly? Not at all on our first dinner (chi waited almost 1hr) but it was very prompt for every other meal. It did feel rushed in the dinner hall.
Were all dietary requirements catered for? Yes (Thank you!)

How do you rate the packed lunches? N/A

Any other comments? Although our first meal was nothing short of a disaster staff were prompt to deal with concerns raised and ensured that this did not happen again. Thank you

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 were great, but the following stood out for being particularly engaging:
- Scott (only visiting for the week)
- Scott (senior instructor), Jack, Chloe

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? Paddle boarding, raft building, climbing, zip line

Are there any new outdoor pursuits you would like Manor Adventure to offer? No - but there's other ones we would be keen to try!

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

Could wet suits be offered for water activities?

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *activities (especially water ones)*

Which aspect of your stay was least enjoyed? *our first dinner experience*

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

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?

We really like having an indoor space for free time after evening activity

Where did you hear of Manor Adventure? *previous visits from staff with other schools*

What were the reasons for choosing Manor Adventure?

- Good covid/cancellation policy

Which centre did you visit last year? *previously it's been LOCHGOILHEAD*

What other visits does your school organise? *N/A*

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

Head office: Culmington Manor, Craven Arms, Shropshire, SY7 9BY
Telephone: 01584 861333 Fax: 01584 861367 www.manoradventure.com

manor adventure

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