

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: 16-20th May
NAME OF ACCOMMODATION: LOCKERBIE MANOR (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? (2) OFFICE ADMIN (SCHOOL) COMPLETED INFO GATHERING
How could we improve our website, www.manoradventure.com?
.....

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)? (2)
Operations (Rooming, outdoor pursuit programmes, support)? (2)
Preview visit to the centre?

SECTION 2: Arrivals

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

SECTION 3: Centre Facilities:

Pupil Accommodation: (2) Teacher Accommodation: (2)
Washing & Toilet Facilities: (4) Cleanliness / Hygiene: (4)
The Grounds: (1) Catering: (4) overall (one night very poor options).
Were there any accommodation problems? No.

Standard of cleanliness / tidiness? (teacher & pupil) acceptable (4)

Standard of Furnishing? (3)

SECTION 4: Meals

Were the meals of an adequate standard? only one night (Thu) full dinner options were available - run out of food before our school arrived at slot - Thu was fine though.
Was there enough to eat?

..... portions were good.
Was the food served promptly? yes - catering staff were lovely and helpful - main issue was lack of menu options (limited by time we were served).
Were all dietary requirements catered for?

..... - mostly - again lack of menu caused some problems.
How do you rate the packed lunches?

..... n/a
Any other comments? This was our main disappointment. Wed night - some children were left eating carrots and peas for a meal as most of meat option not available / ready or suitable.

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?
Helpful: (1) Professional: (1)

Which Instructors were motivating / clear / enthusiastic?
yes - all great.

How do you rate the outdoor pursuits? good variety really pleased

How do you rate the outdoor pursuit equipment? again all good good variety

What were your pupil's favourite outdoor pursuits? canoe, climbing, archery, obstacle course

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

..... n/a
Do you have any suggestions on how we could improve our product or outdoor pursuits?
(4) We had obstacle course scheduled on morning we leave at lunchtime. As children need to be packed and obstacle course means shower / change - maybe best

⊕ If it wasn't scheduled on final morning - children were reluctant to do / participate before event even started.

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *outdoor activities*

Which aspect of your stay was least enjoyed? *meals*

How do you rate the overall product on a value for money basis? *meals not as expected in terms of availability*

Will you be considering a further visit with Manor Adventure? **for outdoor activities yes *meal times were not great - lack of menu available*

Have you any further general comments which you feel would be useful to us?
Instructors children would like to Ben mention - Holly - Jac - Rachel - Chloe - Scott (who came back to work during our visit) - Jen

Where did you hear of Manor Adventure?

What were the reasons for choosing Manor Adventure? *Mainly from historical school trips*

Which centre did you visit last year? *n/a covid*

What other visits does your school organise? *day trips*

** Reception staff lovely and helpful 😊*

SECTION 7

Thank You!

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

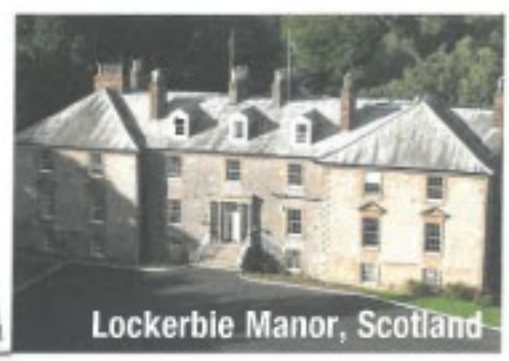
For



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