

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 DATES: 16th - 18th Nov  
NAME OF ACCOMMODATION: 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? 1

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? Did not have a visit

How professional was the Presentation Evening? .....

How did you rate our pre-visit administration?

Customer Services (Bookings, payments, support)? Excellent

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

Preview visit to the centre? N/A

### SECTION 2: Arrivals

General Welcome: 1 Fire Drill: 1

Room Allocation: 1 Introductory Talk: 1

### SECTION 3: Centre Facilities:

Pupil Accommodation: 1 Teacher Accommodation: 1

Washing & Toilet Facilities: 1 Cleanliness / Hygiene: 1

The Grounds: 1 Catering: 1 Food was excellent

Were there any accommodation problems? No

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

Standard of Furnishing? 1

### SECTION 4: Meals

Were the meals of an adequate standard? Yes, excellent choice + all dietary req. catered for

Was there enough to eat? Yes

Was the food served promptly? Yes + catering staff are very friendly + very pleasant

Were all dietary requirements catered for? Yes - very much so

How do you rate the packed lunches? N/A

Any other comments? Catering team outstanding.

Special shout out to Tommy who was absolutely outstanding. He remembered us from our visit in May 2022 + he spoke to us every day + was extremely pleasant + helpful to our pupils + staff. Thank you Tommy!! See you next time!!

SECTION 5: Centre Staff & Outdoor Pursuits  
Alicia + the catering team were also brilliant + could not be more helpful!! Thank you for the lovely food.

How do you rate the Centre Staff / Instructors? Helpful: 3 Professional: 3  
We have some very fussy kids + they all loved the food +

Which Instructors were motivating / clear / enthusiastic? had loads to eat!!

Instructors were clear however there was a definite lack of what the pupils are looking for in terms of building relationships, fun, banter, humour, silly jokes, songs etc

How do you rate the outdoor pursuits? Activities were excellent

How do you rate the outdoor pursuit equipment? 1

What were your pupil's favourite outdoor pursuits? Zip wire, abseiling, rifles, archery

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?  
N/A

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *Activities + food*

Which aspect of your stay was least enjoyed? *There was an issue with our*

*pupils' property in the "Boot Room" + "Drying Room" as pupils from other schools were taking our pupils' belongings.*  
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?

*Having visited Lockerbie many times before we felt that ~~the~~ the instructors were rather lacklustre this visit. Usually the instructors are joking with the kids, teaching songs + doing fun things + there was very little of this on our visit.*

Where did you hear of Manor Adventure? *word of mouth + we are repeat visitors*

What were the reasons for choosing Manor Adventure?

*We come every year*

Which centre did you visit last year? *Lockerbie*

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: .....

*\* This kind of experience is what makes the trip extra special for our pupils, **manor adventure***

# 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