

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 Mansi DATES: 24/10/22 - 28/10/22
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? 2

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

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

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

How professional was the Presentation Evening? /

How did you rate our pre-visit administration?

Customer Services (Bookings, payments, support)? /

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

Preview visit to the centre? /

SECTION 2: Arrivals

General Welcome: 3 Fire Drill: 3

Room Allocation: 4 Introductory Talk: 3

SECTION 3: Centre Facilities:

Pupil Accommodation: 4 Teacher Accommodation: 4

Washing & Toilet Facilities: 4 Cleanliness / Hygiene: 4

The Grounds: 4 Catering: 4

Were there any accommodation problems? No

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

Standard of Furnishing? 4

SECTION 4: Meals

Were the meals of an adequate standard? Yes

Was there enough to eat? Yes

Was the food served promptly? Yes

Were all dietary requirements catered for? N/A

How do you rate the packed lunches? N/A

Any other comments? Set up of juice/salad bar would be easier if the salad bar was first, then cups then juice to save kids spilling etc. Naming tables for schools would be better as some schools spread out everywhere not leaving full tables.

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: 4 Professional: 4

Which Instructors were motivating / clear / enthusiastic?

Most instructors were. Sometimes instructions could be clearer and repeated more often. Not many instructors asked about specific needs eg- a child with a visual impairment.

How do you rate the outdoor pursuits?

4

How do you rate the outdoor pursuit equipment?

4

What were your pupil's favourite outdoor pursuits? Zip, Fencing, Kayaking,

Obstacle Course, Blind Trail

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

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

Some activities are quite slow eg. Scavenger Hunt was very slow - we only did one activity - a timed hunt would be better than some of the other activities. wide games very basic, needs more

SECTION 6: Overall Assessment

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

Which aspect of your stay was least enjoyed? *Drying Room set up*

How do you rate the overall product on a value for money basis? *4*

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?
Instructors who were very enthusiastic but also firm and responsible → Natalie, Holly, Scott, Mia, Niamh

Where did you hear of Manor Adventure? *Always come here for years*

What were the reasons for choosing Manor Adventure? *Accommodation / food compared to other places*

Which centre did you visit last year? *Wiston Lodge*

What other visits does your school organise?

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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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