

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: 2<sup>nd</sup> - 4<sup>th</sup> November .....

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?  
.....

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: 1 .....

Room Allocation: 4 ..... Introductory Talk: 2 .....

### SECTION 3: Centre Facilities:

Pupil Accommodation: 2 ..... Teacher Accommodation: 2 .....

Washing & Toilet Facilities: 2 ..... Cleanliness / Hygiene: 2 .....

The Grounds: 1 ..... Catering: 1 .....

Were there any accommodation problems? Disappointed that <sup>AT A15</sup> one room was further away than the others.

Standard of cleanliness / tidiness? (teacher & pupil) Good at clean and tidy

Standard of Furnishing? Good

### SECTION 4: Meals

Were the meals of an adequate standard? Great - good choice

Was there enough to eat? Yes - lots to eat and plenty choice

Was the food served promptly? Yes

Were all dietary requirements catered for? Yes

How do you rate the packed lunches? N/A

Any other comments? .....

### SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: 3 ..... Professional: \* 1 .....

Which Instructors were motivating / clear / enthusiastic?

Natalie, Ben, Niamh, Will

How do you rate the outdoor pursuits? Very good

How do you rate the outdoor pursuit equipment? Safe, secure and good

What were your pupil's favourite outdoor pursuits? Blind Trail, Zip Wire

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?  
.....

**SECTION 6: Overall Assessment**

Which aspect of your stay was most enjoyed? *Seeing the children enjoy the activities - achieving / confidence / resilience*

Which aspect of your stay was least enjoyed? *The children not having the time to settle before the next activity*

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

Will you be considering a further visit with Manor Adventure? *Yes but hopefully in spring / summer to get better weather*

Have you any further general comments which you feel would be useful to us?  
*Had a great time but understandably the weather did affect us both physically and mentally. Maybe more spare clothing available for those who can't afford much.*

Where did you hear of Manor Adventure? .....

What were the reasons for choosing Manor Adventure? .....

Which centre did you visit last year? .....

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: .....

.....

.....



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# manor adventure

## COURSE REPORT FORM

For



Culmington Manor, England



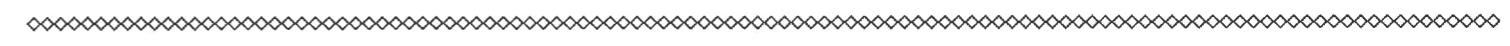
Aberhant Lake Hotel, Wales



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