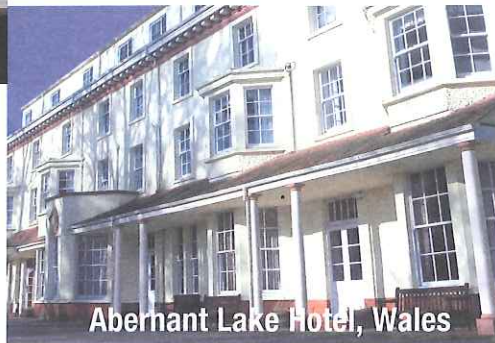
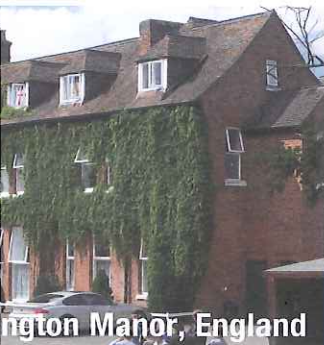


manor adventure

COURSE REPORT FORM

For



our views are very important to us. We would greatly appreciate
a few 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



Have you considered our
French Centres



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: 19th - 21st October 2022

NAME OF ACCOMMODATION: Main 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?

More on the food - it's always the bit that stresses our parents.

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?

NA

Customer Services (Bookings, payments, support)?

Operations (Rooming, outdoor pursuit programmes, support)?

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: 3 Teacher Accommodation: 2

Washing & Toilet Facilities: 2 Cleanliness / Hygiene: 1

The Grounds: 1 Catering: 2

Were there any accommodation problems? Minor. Some bathroom door hooks or ladders on bunk beds are a little tired.

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

Standard of Furnishing? 2

SECTION 4: Meals

Were the meals of an adequate standard? 2

Was there enough to eat? 1

Was the food served promptly? 4

Were all dietary requirements catered for? 1

How do you rate the packed lunches? N/A

Any other comments? Kitchen staff were lovely with our children.

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: 1 Professional: 1

Which Instructors were motivating / clear / enthusiastic?

Liam, Holly, Ryan, Neeve, Danni.
All were, just can't remember names.

How do you rate the outdoor pursuits? (2)

How do you rate the outdoor pursuit equipment? (1)

What were your pupil's favourite outdoor pursuits? Zip wire, abseil, climbing

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? *The outdoor activities.
The setting of the manor.*

Which aspect of your stay was least enjoyed? *Tuck shop-*

How do you rate the overall product on a value for money basis? *It's brilliant.
We're in the process of re-booking.*

Will you be considering a further visit with Manor Adventure? *100%. Same
dates ideally.*

Have you any further general comments which you feel would be useful to us?
*We love our visits to Lockerbie Manor.
The staff, activities and facilities are exactly
what we're looking for.*

Where did you hear of Manor Adventure? *Online*

What were the reasons for choosing Manor Adventure? *Wider experiences
for our children. Your safety reputation.
Quality of your staff.*

Which centre did you visit last year? *Lockerbie (2022 x2) Brontel (2014-2019)*

What other visits does your school organise? *This is our only
residential.*

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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