

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: 24 - 26 OCT 22
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? YES

How could we improve our website, www.manoradventure.com?
Explicit details on time between activities

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)? Excellent

Operations (Rooming, outdoor pursuit programmes, support)? VERY GOOD

Preview visit to the centre? N/A

SECTION 2: Arrivals

General Welcome: Great! Fire Drill: Great!

Room Allocation: Great! Introductory Talk: Informative

SECTION 3: Centre Facilities:

Pupil Accommodation: Good Teacher Accommodation: V. Good

Washing & Toilet Facilities: Good Cleanliness / Hygiene: Very Good

The Grounds: Excellent Catering: Excellent

Were there any accommodation problems? no!

Standard of cleanliness / tidiness? (teacher & pupil) Very Good

Standard of Furnishing? Very Good.

SECTION 4: Meals

Were the meals of an adequate standard? A great variety and very good standard

Was there enough to eat? Yes

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? The kitchen staff were very accomodating, friendly & helpful - thank you.

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: Very Good Professional: Very Good

Which Instructors were motivating / clear / enthusiastic?

All that I worked with were excellent - the pupils responded so well to them.

How do you rate the outdoor pursuits? superb!

How do you rate the outdoor pursuit equipment? superb!

What were your pupil's favourite outdoor pursuits? I think he enjoyed them all just about equally - SUP seemed to be a favourite

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

NO - A CAVING / SCRAMBLING EXPERIENCE

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

NO

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? THE OUTDOOR PURSUITS

Which aspect of your stay was least enjoyed? SOME PRE LEARNING ABOUT

FREE TIME BETWEEN ACTIVITIES & A PROVIDED SPACE WOULD ALLOW US TO PREPARE - WE COULD HAVE BROUGHT SOME INDOOR / OUTDOOR GAMES
How do you rate the overall product on a value for money basis? VERY 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?

JUST A LITTLE TWEAK TO THE COMMUNICATION - I.E. WHAT TO DO ON LEAVING DAY WITH CASES ETC.

Where did you hear of Manor Adventure? MY SONS ATTENDED

What were the reasons for choosing Manor Adventure? VALUE FOR MONEY / PART WEEK OPTION / AVAILABLE OUTDOOR PURSUITS

Which centre did you visit last year? BLAIRVAUGHAN

What other visits does your school organise? ONE RESIDENTIAL A YEAR / DAY ACTIVITY EVENTS USUALLY AROUND GLASGOW.

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