

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: *Locherbie Manor* DATES: *17-22nd October*

NAME OF ACCOMMODATION: *Manor Home*

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?
..... *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? *N/A*

How professional was the Presentation Evening? *N/A*

How did you rate our pre-visit administration?

Customer Services (Bookings, payments, support)? *1*

Operations (Rooming, outdoor pursuit programmes, support)? *1*

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*

Were there any accommodation problems? *No issues at all :-)*

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

Standard of Furnishing? *Had everything we needed. A*

..... *couple of towel hooks would be great!*

SECTION 4: Meals

Were the meals of an adequate standard? *Yes*

Was there enough to eat? *Absolutely!*

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? *No*

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: *2* Professional: *2*

Which Instructors were motivating / clear / enthusiastic?

..... *All were good! Natalie, Scott, Lewis and Niamh were excellent with the children. Rachel's instruction & teaching was also excellent.*

How do you rate the outdoor pursuits?

..... *Good. Compass could be made a lot more interesting.*

How do you rate the outdoor pursuit equipment? *excellent*

more active

What were your pupil's favourite outdoor pursuits? *abseil, paddle,*

..... *ryles*

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

..... *No*

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

..... *Mentioned compass. Maybe a little more instruction before they 'do'. Water activities especially.*

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *Full days of activities, food!*

Which aspect of your stay was least enjoyed? *None, loved it all!*

How do you rate the overall product on a value for money basis? *1*

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?
Thank you for having us! Children had a wonderful time. I hope the small points about delivery of compass may help :-)

Where did you hear of Manor Adventure? *Online*

What were the reasons for choosing Manor Adventure? *More activities per day when compared to others. Water activities also.*

Which centre did you visit last year? *Lockerbie!*

What other visits does your school organise? *Year school trips, no other 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: *NA* Address: *NA*



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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