

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: Lockhartie DATES: 31/08/22 - 2/9/22
NAME OF ACCOMMODATION: Manor (A)

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? N/A

How could we improve our website, www.manoradventure.com?
..... Description of all activities offered

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)? Excellent
Operations (Rooming, outdoor pursuit programmes, support)? V. Good
Preview visit to the centre? N/A

SECTION 2: Arrivals

General Welcome: 1 Fire Drill: 1
Room Allocation: 2 Introductory Talk: 3 - quite long

SECTION 3: Centre Facilities:

Pupil Accommodation: 2 Teacher Accommodation: 3
Washing & Toilet Facilities: 2 Cleanliness / Hygiene: 2
The Grounds: 1 Catering: 2
Were there any accommodation problems? No

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

Standard of Furnishing? Good

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? 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: 2 Professional: 2

Which Instructors were motivating / clear / enthusiastic?
..... Ben, Will, Rachael

How do you rate the outdoor pursuits? Mostly good. Watersports were excellent. Camp Craft was poor

How do you rate the outdoor pursuit equipment? 2

What were your pupil's favourite outdoor pursuits? Watersports

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

Do you have any suggestions on how we could improve our product or outdoor pursuits?
..... Consistency of delivery from different instructors

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *Watersports.*

Which aspect of your stay was least enjoyed? *Campcraft.*

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

Will you be considering a further visit with Manor Adventure? *Potentially - cost dependent given current situation.*

Have you any further general comments which you feel would be useful to us?

The quality of session was dependent on instructor.

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

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

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

What other visits does your school organise? *I wish to expand our offer.*

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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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