

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: 12-14th Sept
NAME OF ACCOMMODATION: MANOR HOUSE

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 - amazing!

How could we improve our website, www.manoradventure.com?
Sample menu?

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: 2- Teacher Accommodation: 2

Washing & Toilet Facilities: 2 Cleanliness / Hygiene: 2

The Grounds: 1 Catering: 1 - fab!

Were there any accommodation problems? codes for rooms -
sometimes not able to open

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

Standard of Furnishing? 1

SECTION 4: Meals

Were the meals of an adequate standard? 1 - absolutely
fantastic!

Was there enough to eat? 1 - very full tummies!

Was the food served promptly? 1

Were all dietary requirements catered for? 1 - plenty of
opportunities for pupil ownership

How do you rate the packed lunches? n/a

Any other comments? We were really impressed
with meals - thank you!

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: 1 Professional: 1

Which Instructors were motivating / clear / enthusiastic?

Yes and a great sense of humour
with kids.

How do you rate the outdoor pursuits? 1 - a great
variety

How do you rate the outdoor pursuit equipment? 1 - really
impressed with additional safety checks with smaller pupils.

What were your pupil's favourite outdoor pursuits? Zip wire,
kayaking & canoeing

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?
no!

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *all staff were super friendly, supportive and enthusiastic*

Which aspect of your stay was least enjoyed? *large rooms and very little sleep (lol!)*

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

Will you be considering a further visit with Manor Adventure? *absolutely!*

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

Thank you for everything!

Where did you hear of Manor Adventure? *Recommendation*

What were the reasons for choosing Manor Adventure? *All good news and happy memories from recomender*

Which centre did you visit last year? *n/a*

What other visits does your school organise? *Dalguise & Low Port (now closed)*

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



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