

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: 12-16TH SEPTEMBER 2022

NAME OF ACCOMMODATION: 8 FLOOR

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?

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)?

Operations (Rooming, outdoor pursuit programmes, support)?

Preview visit to the centre? N/A

SECTION 2: Arrivals

General Welcome: 1

Room Allocation: 1

Introductory Talk: Car's comments - we didn't go with children

SECTION 3: Centre Facilities:

Pupil Accommodation: 2

Washing & Toilet Facilities: 1

The Grounds: Catering: 1

Were there any accommodation problems? No

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

Standard of Furnishing? Could do with kitchen, desks in children's dormitories

As shown to long up seats

SECTION 4: Meals

Were the meals of an adequate standard? Yes, but some of children found some dishes too spicy eg. kitchen - pork soup, pig - pot chicken, curry

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? Meals a bit 'samey' - lots of bread & clumps, sausages & chicken

Excellent breakfasts as usual @ a good supply of fresh fruit @ school

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: 1 Professional: 1

Which Instructors were motivating / clear / enthusiastic?

All very good. Children particularly liked Holly (fun but helpful & encouraging), Rose (kind & encouraging) & Jack (focused & clear instructions). Ben was very encouraging

How do you rate the outdoor pursuits? 1

How do you rate the outdoor pursuit equipment? 1

What were your pupil's favourite outdoor pursuits? High ropes, distal, cones, Blind trail, Orienteering, water activities

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?

COURSE REPORT FORM

For



Lockerbie Manor, Scotland



Abernant Lake Hotel, Wales



Culmington Manor, England

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

Have you considered our French Centres

Le Château de Warsy & Le Château du Broutel



Le Château du Broutel, France



Le Château de Warsy, France

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *all the staff*

Which aspect of your stay was least enjoyed? *less variety in food offer than in previous years (too many chips, sausage, lack of fresh vegetables)*

How do you rate the overall product on a value for money basis? *Quite pricey, but still good value for money in terms of quality of what is on offer.*

Will you be considering a further visit with Manor Adventure? *Yes - already booked for next year.*

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

Where did you hear of Manor Adventure? *Been coming for years*

What were the reasons for choosing Manor Adventure? *Safety, performance of staff, quality of accommodation & catering, range & number of activities on offer.*

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

What other visits does your school organise? *No other visits*

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?

SECTION 7

Name:
 Address:
 Address: