

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 ..... DATES: 12th - 16th Sept 2022 .....

NAME OF ACCOMMODATION: .....

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? Very - thank you .....

How could we improve our website, www.manoradventure.com?  
It's really good, no suggestions .....

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)? .....

Operations (Rooming, outdoor pursuit programmes, support)? .....

Preview visit to the centre? .....

### SECTION 2: Arrivals

General Welcome: ..... Fire Drill: .....

Room Allocation: ..... Introductory Talk: .....

### SECTION 3: Centre Facilities:

Pupil Accommodation: 3 ..... Teacher Accommodation: 3 .....

Washing & Toilet Facilities: ~~3~~ 2 ..... Cleanliness / Hygiene: ~~3~~ 2 .....

The Grounds: 1 ..... Catering: 2 .....

Were there any accommodation problems? No - all good .....

We would like to have individual rooms for staff members - feel this is important .....

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

.....

Standard of Furnishing? Very good .....

.....

### SECTION 4: Meals

Were the meals of an adequate standard? Definitely .....

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? All really good - would be helpful to have water stations and cups available for children throughout the day .....

### SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: 2 ..... Professional: 2 .....

Which Instructors were motivating / clear / enthusiastic?  
Rachel, Wills, Jack, Mario in particular - All instructors have been lovely and very good with the children .....

How do you rate the outdoor pursuits? 1 - All excellent .....

How do you rate the outdoor pursuit equipment? 2 - very good .....

What were your pupil's favourite outdoor pursuits? Ashley, Kayaking, High Ropes, Survival, Blind Trail .....

Are there any new outdoor pursuits you would like Manor Adventure to offer? None - very good range of pursuits .....

Do you have any suggestions on how we could improve our product or outdoor pursuits?  
2 at a time for zip wire / abseiling would save children from hanging about at these activities .....

**SECTION 6: Overall Assessment**

Which aspect of your stay was most enjoyed? *All of it*

Which aspect of your stay was least enjoyed? *Putting them to bed at*

*night!* 😊

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

Will you be considering a further visit with Manor Adventure? *Yes - already booked!*

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

*Thank you another fabulous week where our children have made wonderful memories*

Where did you hear of Manor Adventure? *Been here before*

What were the reasons for choosing Manor Adventure? *Initially it was on recommendation but now we book each year on our experience*

Which centre did you visit last year? *Lockerbie*

What other visits does your school organise? *None*

**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