

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: 19-23 SEPTEMBER 2022  
NAME OF ACCOMMODATION: MANOR HOUSE - FLOOR B

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?

Video tour of accommodation and site; explanation of key areas; example timetable (activities/meals)

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? .....

How did you rate our pre-visit administration?

Customer Services (Bookings, payments, support)? .....

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

Preview visit to the centre? N/A

### SECTION 2: Arrivals

General Welcome: 2 Fire Drill: 1

Room Allocation: 2 Introductory Talk: 3 (in groups)

### SECTION 3: Centre Facilities:

Pupil Accommodation: 3 Teacher Accommodation: 2

Washing & Toilet Facilities: IN ROOM Cleanliness / Hygiene: 2

The Grounds: 1 Catering: 1 / VEGGIE 5

Were there any accommodation problems? DRYING ROOM NOT WARM; BLOCKED SINK;

RADIATORS IN ROOM NOT WORKING - EVERYTHING REPORTED WAS FIXED QUICKLY

Standard of cleanliness / tidiness? (teacher & pupil) 2

Standard of Furnishing? 3

### SECTION 4: Meals

Were the meals of an adequate standard? 1 - FOOD WAS EXCELLENT

AS ALWAYS NB BETTER VEGGIE OPTIONS NEEDED

Was there enough to eat? YES

Was the food served promptly? YES

Were all dietary requirements catered for? YES - SEE ABOVE RE

VEGETARIAN

How do you rate the packed lunches? N/A

Any other comments? KITCHEN STAFF ARE FAB; TURNAROUND TIMES TOO QUICK WHEN TWO SCHOOLS SHARING THE DINING ROOM.

### SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: 2 Professional: 1

Which Instructors were motivating / clear / enthusiastic?

WILL, BEN, JACK; LEWIS & SCOTT ALL ROUND

EXCELLENT. THE CHILDREN ALSO ENJOYED WORKING WITH HOLLY, JENNY, NIAMH, JAC AND KIWI

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 ROPE, ZIP

WIRE, RIFLES AND WATER ACTIVITIES

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

QUAD BIKES, CAVING, "KING SLING" GYMNASTICS

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

**SECTION 6: Overall Assessment**

Which aspect of your stay was most enjoyed? THE CHILDREN ENJOYING THEMSELVES AND OVERCOMING FEARS

Which aspect of your stay was least enjoyed? N/A

How do you rate the overall product on a value for money basis? 2

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?  
• ACCOMMODATION WOULD BENEFIT FROM A REFRESH

Where did you hear of Manor Adventure? PREVIOUS VISITS

What were the reasons for choosing Manor Adventure? PREVIOUS VISITS

Which centre did you visit last year? LOCKERBIE

What other visits does your school organise? N/A

**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