

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: 24/4/23 - 28/4/23 .....

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? ..... 2 .....

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

Instructor Profile (ASN Pupils), Videos of activities for visual preparation, Interactive map of grounds

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)? ..... 2 .....

Operations (Rooming, outdoor pursuit programmes, support)? ..... 2 .....

Preview visit to the centre? ..... N/A .....

### SECTION 2: Arrivals

General Welcome: ..... 2 ..... Fire Drill: ..... 2 .....

Room Allocation: ..... 2 ..... Introductory Talk: ..... 2 .....

### SECTION 3: Centre Facilities:

Pupil Accommodation: ..... 3 ..... Teacher Accommodation: ..... 2 .....

Washing & Toilet Facilities: ..... 2 ..... Cleanliness / Hygiene: ..... 1 .....

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

Were there any accommodation problems? ..... Some window issues, mildew on blinds .....

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

..... Pupil - 3 (due to window issues became quite smelly) .....

Standard of Furnishing? ..... Teacher - 2, Pupils - 3 .....

### SECTION 4: Meals

Were the meals of an adequate standard? ..... 1 - Really nice meals, good variety to choose from .....

Was there enough to eat? ..... 1 - Large portions .....

Was the food served promptly? ..... 1 - Always on schedule .....

Were all dietary requirements catered for? ..... 1 .....

How do you rate the packed lunches? ..... N/A .....

Any other comments? ..... Serving staff were happy, accomodating (particularly tall, dark haired female) .....

### SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: ..... 1 ..... Professional: ..... 1 .....

Which Instructors were motivating / clear / enthusiastic?

Ben (Deaf pupil found him relatable, great to see hearing impairment represented 😊), Morgan, Scott, Tommy, Lewis x 2, Nick - Every instructor we had.

How do you rate the outdoor pursuits? ..... 2, good variety .....

How do you rate the outdoor pursuit equipment? ..... 1 .....

What were your pupil's favourite outdoor pursuits? ..... Water activities, fencing, zip line .....

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

..... Outdoor cooking, camp in the grounds .....

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

..... Consistent pricing across all activities (i.e. High Ropes) .....

**SECTION 6: Overall Assessment**

Which aspect of your stay was most enjoyed? *Food kept the mood of pupils warm and positive - The whole stay was excellent.*

Which aspect of your stay was least enjoyed? *Nothing*

How do you rate the overall product on a value for money basis? *3 - Week stay/bus costs is quite expensive.*

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? *Provide outdoor toys for free time on the lawn, books. Ensure instructor ratio is appropriate per activity (1 instructor per group for Camp Craft)*

Where did you hear of Manor Adventure? *Customer for years*

What were the reasons for choosing Manor Adventure? *Location*

Which centre did you visit last year? *Couldn't come due to Covid.*

What other visits does your school organise? *During Covid years had to organise own activity week*

**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: *N/A* 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