

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: 24-28<sup>TH</sup> APRIL 2023  
NAME OF ACCOMMODATION: LOCKERBIE MANOR - PDD VILLAGES

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

How could we improve our website, www.manoradventure.com?  
GIVES A GOOD OVERVIEW 1

If you had a visit from one of our School Journey Advisors: NO  
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)? ..... 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: ..... 1 Teacher Accommodation: ..... 1  
Washing & Toilet Facilities: 2x SHOWERS NOT WORKING Cleanliness / Hygiene: ..... 1  
The Grounds: ..... 1 Catering: 2 A LOT OF POTATO PRODUCTS IN THE WEEK - NO COELIAC OPTION 1 NIGHT  
Were there any accommodation problems? COULD USE MORE PICNIC BENCHES IN PDD VILLAGE / SANITARY BINS / BIGGER BINS IN TOILET BLOCK / 2 BINS EACH VILLAGE  
Standard of cleanliness / tidiness? (teacher & pupil) ..... 1

Standard of Furnishing? ..... 1

### SECTION 4: Meals

Were the meals of an adequate standard? YES - MORE VARIETY OF CARBS eg RICE LOTS OF POTATOES / SOMETHING FOR EVERYONE / DIETARY REQUIREMENTS WELL CATERED FOR  
Was there enough to eat? ALWAYS - SALAD BAR OPTION VERY POPULAR

Was the food served promptly? ALWAYS

Were all dietary requirements catered for? YES - EXCEPT 1 NIGHT NO COELIAC OPTION

How do you rate the packed lunches? N/A

Any other comments? STAFF HELPFUL / FRIENDLY / SUPPORTIVE OF FUSSY WEANS

### SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?  
Helpful: ..... 1 Professional: ..... 1

Which Instructors were motivating / clear / enthusiastic?  
JACK, BEN, SCOTT, ADAM, LONG HAIR BEANIE HAT, NATALIA, MORGAN, RACHAGL

How do you rate the outdoor pursuits? ..... 1

How do you rate the outdoor pursuit equipment? 1 - BUT NOT ENOUGH WATERPROOFS IF 4 GROUPS ON WATER AT SAME TIME - CHILDREN ONLY HAD 1 JACKET WITH THEM

What were your pupil's favourite outdoor pursuits? ALL WATER / HIGH ROPES / CLIMBING / ABSEILING / FENCING / CRATE STACKING / IE / OBSTACLE / ARCHERY

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?  
MORE ENTHUSIASM / STRUCTURE AROUND TEAM GAMES / MANOR OLYMPICS (SOME) INSTRUCTORS DIDN'T SEEM TO KNOW WHAT TO DO, SAT DOWN & LET KIDS GET ON WITH IT - THIS WAS WHEN WE HAD MOST BEHAVIOUR ISSUES

**SECTION 6: Overall Assessment**

Which aspect of your stay was most enjoyed? *RANGE OF ACTIVITIES OFFERED  
& EXCELLENT ORGANISATION AS ALWAYS.*

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

How do you rate the overall product on a value for money basis? *① A COMPARISON WITH  
OTHER SITES & CENTER PARKS etc STILL HAS MANOR ADVENTURE WAY ABOVE FOR  
VALUE.*

Will you be considering a further visit with Manor Adventure? *ALREADY BOOKED  
FOR NEXT YEAR.*

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

*EXCELLENT COMMUNICATIONS FROM LOUISE AT CENTRE AND GILLIAN AT  
LOCKERBIE - WARM, FRIENDLY STAFF, ALWAYS HAPPY TO HELP &  
SUPPORT - DANNI SMOOTH SHIP,*

Where did you hear of Manor Adventure? *BEEN VISITING SINCE 2012.*

What were the reasons for choosing Manor Adventure? *VALUE FOR MONEY, M+S,  
QUALITY OF STAFF/ACTIVITIES/~~STAFF~~ EQUIPMENT/  
EASE OF BOOKING/DISTANCE.  
FAMILIAR WITH BOOKING ARRANGEMENTS etc |.*

Which centre did you visit last year? *LOCKERBIE MANOR*

What other visits does your school organise? *1 RESIDENTIAL PT CLUSTER  
CAMP PLUS MANY OTHER LOCAL VISITS.*

**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