

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: 19/4/23 - 21/4/23
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? Yes

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? /

How professional was the Presentation Evening? /

How did you rate our pre-visit administration?

Customer Services (Bookings, payments, support)? Very Good

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

Preview visit to the centre? /

SECTION 2: Arrivals

General Welcome: Excellent Fire Drill: Excellent

Room Allocation: Very Good Introductory Talk: Very Good

SECTION 3: Centre Facilities:

Pupil Accommodation: Acceptable Teacher Accommodation: Very Good

Washing & Toilet Facilities: Good Cleanliness / Hygiene: Very Good

The Grounds: Acceptable Catering: Good

Were there any accommodation problems? none

Standard of cleanliness / tidiness? (teacher & pupil) Good, paintwork is needing touched up, hall carpets quite dirty.

Standard of Furnishing? Beds for pupils are extremely squeaky, rung of bunk bed ladder fell off and reported.

SECTION 4: Meals

Were the meals of an adequate standard? Yes

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?

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: 2 Professional: 1

Which Instructors were motivating / clear / enthusiastic?

Lewis, Tara + Adam

How do you rate the outdoor pursuits? Excellent

How do you rate the outdoor pursuit equipment? Excellent

What were your pupil's favourite outdoor pursuits? Paddleboarding, archery + abseiling

Are there any new outdoor pursuits you would like Manor Adventure to offer? no

Do you have any suggestions on how we could improve our product or outdoor pursuits? no

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *Outdoor activities were fantastic!*

Which aspect of your stay was least enjoyed? *Disco - music cut out due to poor wifi*

How do you rate the overall product on a value for money basis? *Good for activities, accommodation needs updating*

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?

*Pupil fell through drain cover in grounds - drain maintained by water board but area should have been checked as safe for pupils **

Where did you hear of Manor Adventure? *Word of Mouth - other EA schools*

What were the reasons for choosing Manor Adventure? *Not too far to travel, value for money, adventurous activities, option of a 2 night 3 day residential instead of week*

Which centre did you visit last year? *No visit since 2018 (covid)*

What other visits does your school organise? *Police visit on wed evening was unsettling for pupils and staff. We understand the need for it, but would have appreciated a staff debrief for reassurance.*

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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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