

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 → 23/4/23

NAME OF ACCOMMODATION: Manor house

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: N/A

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: 1 Fire Drill: 1

Room Allocation: 2 Introductory Talk: 1

SECTION 3: Centre Facilities:

Pupil Accommodation: 3 Teacher Accommodation: 1

Washing & Toilet Facilities: 3 Cleanliness / Hygiene: 2

The Grounds: 1 Catering: 1

Were there any accommodation problems? One room was changed. This was no

issue. Room B9, the shower basin was very slow to drain. Almost overflowing - Room B3, the toilet after flushing would come back up, the tap in the sink when on full, the water would not drain fast enough. we told the children to use a slow speed.

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

Standard of Furnishing? 2

SECTION 4: Meals

Were the meals of an adequate standard? Yes. Great selection + seconds for most

Was there enough to eat? Absolutely

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: 1 Professional: 2

Which Instructors were motivating / clear / enthusiastic?

All instructors were clear with instructions. Some used humour / sarcasm to motivate + engage. This worked well with our kids.

How do you rate the outdoor pursuits? 1 - The only thing I would suggest is perhaps before activities the children could be told what clothing to wear + to take to the drying room. This delayed start times, as children were told at meeting, rather than before hand.

How do you rate the outdoor pursuit equipment? 1

What were your pupil's favourite outdoor pursuits? Kayaking, Zip line and fencing

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

There are lots of options, plenty for us to try next time.

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

Perhaps some board games in the games room for evening free time.

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *The activities Particularly Zip line, Aeroball, water sports.*

Which aspect of your stay was least enjoyed?

How do you rate the overall product on a value for money basis? *Very good, considering all that is included.*

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?

We are very grateful for the patience of the Staff as our children required support to get organised for activities and were often late.

Where did you hear of Manor Adventure? *We have been before.*

What were the reasons for choosing Manor Adventure? *Same as above.*

Which centre did you visit last year? *Last visit 2020 - Lockerbie*

What other visits does your school organise?

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? *N/A*

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