

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: 8-10/2/23
NAME OF ACCOMMODATION: Lockerbie Manor

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?
n/a

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)? all good

Operations (Rooming, outdoor pursuit programmes, support)? all good

Preview visit to the centre? n/a

SECTION 2: Arrivals

General Welcome: Very good Fire Drill: very good

Room Allocation: see below Introductory Talk: Very good

SECTION 3: Centre Facilities: We were in a different floor than previous; we usually used the landing as a meeting point - so we were
Pupil Accommodation: good Teacher Accommodation: lacking this
Washing & Toilet Facilities: good Cleanliness / Hygiene: ✓ time and?

The Grounds: Catering: generally all good
- just a lack of cutlery and cups
Were there any accommodation problems? at times but all resolved quickly!

Standard of cleanliness / tidiness? (teacher & pupil) generally good!

Standard of Furnishing? fine

SECTION 4: Meals

Were the meals of an adequate standard? yes pupils were well-fed!

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: Professional: all friendly and very quick to help out!

Which Instructors were motivating / clear / enthusiastic?
all instructors were friendly, engaging and in particular Ben, Scott and Zack and Lucas

How do you rate the outdoor pursuits? excellent

How do you rate the outdoor pursuit equipment? all good

What were your pupil's favourite outdoor pursuits? loved canoe/kayak, abseil/climb in particular (orienteering with birches!)

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?

An area to meet with kids in 'down-time' btw after last activity + bedtime would make it ideal! 😊
We had our...

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *the dorms and the food!*

Which aspect of your stay was least enjoyed? *We chose disco as an activity but a lot of kids found this overwhelming so we would choose another outdoor instead next time!*

How do you rate the overall product on a value for money basis? *very good*

Will you be considering a further visit with Manor Adventure? *most probably! 😊*

Have you any further general comments which you feel would be useful to us? *Think have covered them all already! 😊*

Thanks to all for making pupils & staff feel so welcome!

Where did you hear of Manor Adventure? *Previous trips*

What were the reasons for choosing Manor Adventure? *Previous trips / pupil enjoyment / knowing what to expect / previous good experiences*

Which centre did you visit last year? *n/a (covid)*

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

✓
10/2/23

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