

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: LOCKBESIE ..... DATES: 3rd - 5th Feb 2023  
NAME OF ACCOMMODATION: LOCKBESIE 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? 2

How could we improve our website, www.manoradventure.com?  
Didn't use website

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)? 1

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

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: 3 Cleanliness / Hygiene: 2  
*water not very hot in morning* *toilet roll holders always blocked*

The Grounds: 1 Catering: 1

Were there any accommodation problems? NO

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

Standard of Furnishing? 2 lots of seating in common room

### SECTION 4: Meals

Were the meals of an adequate standard? Excellent, plenty of choice

Was there enough to eat? More than enough!

Was the food served promptly? Yes

Were all dietary requirements catered for? Yes and there were a lot of dietary requirements within group

How do you rate the packed lunches? N/A

Any other comments? Staff in canteen were very, very helpful and had lovely friendly manner

### SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: 1 Professional: 1

Which Instructors were motivating / clear / enthusiastic?  
All instructors equally good! Scott was very motivating on raft building

How do you rate the outdoor pursuits? 1 Great range, very enjoyable

How do you rate the outdoor pursuit equipment? 2 all equipment good but only 2 rifles working

What were your pupil's favourite outdoor pursuits?  
All of them, they can't decide!

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

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

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *Tam Sutcliffe + activities*

Which aspect of your stay was least enjoyed? *Weather!*

How do you rate the overall product on a value for money basis? *7*

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?

*Staff were excellent and canteen staff were a joy! All staff very accomodating, couldn't have done more*

Where did you hear of Manor Adventure? *through colleagues*

What were the reasons for choosing Manor Adventure? *Close (1 hour) from where we live and great reviews from colleagues*

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

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

## 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