

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: 20 - 24th FEBRUARY

NAME OF ACCOMMODATION: POD VILLAGES 1+2

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? N/A

How could we improve our website, www.manoradventure.com?

N/A

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)? Excellent, very efficient.

Operations (Rooming, outdoor pursuit programmes, support)? Excellent.

Preview visit to the centre? N/A.

SECTION 2: Arrivals

General Welcome: 1 Fire Drill: ~~1~~ 2

Room Allocation: 1 Introductory Talk: ~~1~~ 2

SECTION 3: Centre Facilities:

Pupil Accommodation: 1 Teacher Accommodation: 2

Washing & Toilet Facilities: 1 Cleanliness / Hygiene: 2

The Grounds: 2/3 Catering: 1

Were there any accommodation problems? Some pod locks/shower locks were

temperamental. One of our children got locked in the toilet/shower.

PV 1 - grounds very wet + mucky. showers clogged in PV 2.

Standard of cleanliness / tidiness? (teacher & pupil) No problems - excellent.

Brush + pan in pods would be helpful. shoe racks in pods / drying room helpful.

Standard of Furnishing? Very squeaky beds for teachers! Mirrors in

staff pods would be helpful. Night lights in pods would be helpful.

SECTION 4: Meals

Were the meals of an adequate standard? Excellent.

Was there enough to eat? Plenty! Seconds, too! ☆

Was the food served promptly? Perfect!

Were all dietary requirements catered for? Brilliantly!

How do you rate the packed lunches? N/A

Any other comments? Kitchen staff couldn't do enough for us - all served with a smile!

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: 1 Professional: 1

Which Instructors were motivating / clear / enthusiastic? Rachel, Holly

Jenny, Ben, Scott, Jack, Fox - All excellent!

Great fun and motivating for the children.

How do you rate the outdoor pursuits? Quite a few had quite a bit of standing about. Biking felt a bit under-resourced.

How do you rate the outdoor pursuit equipment? Harnesses, helmets etc. were all excellent. Bikes required updating. Bigger sizes

What were your pupil's favourite outdoor pursuits? High ropes, kayaking, obstacle course, without radioing in for a bigger size.

Are there any new outdoor pursuits you would like Manor Adventure to offer? Looking forward to the new grass sledging + aeroball. Gorge walking, inflatable water assault course.

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

Maximum participation - lots of hanging about!

Lovely to see Ben really motivating the children with 'chants' + songs!

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *All of it. Our children had a great week.*

Which aspect of your stay was least enjoyed? *Hanging about waiting for a show. Perhaps smaller group sizes?*

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

Will you be considering a further visit with Manor Adventure? *Yes... booked already.*

Have you any further general comments which you feel would be useful to us?
Wifi throughout the site would be helpful.

Where did you hear of Manor Adventure? *School advisor 10 years ago.*

What were the reasons for choosing Manor Adventure? *Quality experience.*

Which centre did you visit last year? *Lockerbie*

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