

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: 13th - 15th Feb 123
NAME OF ACCOMMODATION: LOCKERBIE MANOR - 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? 2

How could we improve our website, www.manoradventure.com?
Keep up to date with relevant upgrades & updates.

If you had a visit from one of our School Journey Advisors:

Did he provide a fair description of our centre and product? NA

How professional was the Presentation Evening? NA

How did you rate our pre-visit administration?

Customer Services (Bookings, payments, support)? 2

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

Preview visit to the centre? NA

SECTION 2: Arrivals

General Welcome: 2 Fire Drill: 2

Room Allocation: 2 Introductory Talk: 2

SECTION 3: Centre Facilities:

Pupil Accommodation: 3 Teacher Accommodation: 3

Washing & Toilet Facilities: 4 Cleanliness / Hygiene: 3

The Grounds: 2 Catering: 2

Were there any accommodation problems? Shower issue & lack of toilet paper - water in night filtering B6

Standard of cleanliness / tidiness? (teacher & pupil) Ok 4

Standard of Furnishing? Some of the bunks are looking tired. Dangerous carpet outside B6.

SECTION 4: Meals

Were the meals of an adequate standard? Yes. Could have been kept warmer.

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? NA

Any other comments? Salad bar needs kept topped up for all schools to get access.

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: Yes Professional: Yes

Which Instructors were motivating / clear / enthusiastic?

Lewis & Holly @ absal Tammy. Olly.
All were really good this time.

How do you rate the outdoor pursuits? 3 some need updated as some aspects getting tired.

How do you rate the outdoor pursuit equipment? 4 some needs updated. Safety equip is good.

What were your pupil's favourite outdoor pursuits? varied.

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

Depends on price. We feel limited to Bargain special.

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

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *All for different reasons*

Which aspect of your stay was least enjoyed? *Too much time in between meal times & activities*

How do you rate the overall product on a value for money basis? *3*

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?

*Better wifi access particularly for staff
Not all staff want to or can access lounge & better access in rooms would be beneficial*

Where did you hear of Manor Adventure? *Been before*

What were the reasons for choosing Manor Adventure?

Within DEA & close enough to school/home if needed

Which centre did you visit last year? *Lockerbie manor*

What other visits does your school organise? *None*

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