

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: 15<sup>TH</sup> - 17<sup>TH</sup> FEBRUARY 2020  
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? BOOKED AFTER PREVIOUS VISIT.

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

PHOTOS OF ROOMS .....

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)? SPOT ON!

Operations (Rooming, outdoor pursuit programmes, support)? SPOT ON!

Preview visit to the centre? LAST YEAR - VERY GOOD!

### SECTION 2: Arrivals

General Welcome: 2 Fire Drill: 2

Room Allocation: 1 Introductory Talk: 2

### SECTION 3: Centre Facilities:

Pupil Accommodation: 2 Teacher Accommodation: 2

Washing & Toilet Facilities: 2 Cleanliness / Hygiene: 2

The Grounds: 2 Catering: 2

Were there any accommodation problems? BROKEN KETTLE, FIXED PROMPTLY!

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

Standard of Furnishing? ADEQUATE 2

### SECTION 4: Meals

Were the meals of an adequate standard? YES

Was there enough to eat? YES AND OPTION FOR SECONDS

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? OPTION FOR SUPPER AFTER LAST ACTIVITY WOULD BE HELPFUL

### SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: 2 Professional: 2

Which Instructors were motivating / clear / enthusiastic?

HOLLY - CLIMBING WALL FOX - WATER ACTIVITIES  
OLLY - RIFLES / WATER ACTIVITIES BEN W - ZIPLINING

How do you rate the outdoor pursuits? ZIPLINING / RAFT / PADDLE BOARD / CLIMB 2  
RIFLES / SURVIVAL 4

How do you rate the outdoor pursuit equipment? 2

What were your pupil's favourite outdoor pursuits? PADDLE BOARD / CLIMB  
(HAVE ORIENTEERING AND ABSEILING IN THE MORNING)

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

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

**SECTION 6: Overall Assessment**

Which aspect of your stay was most enjoyed? *MEAL TIMES AND ACTIVITIES*

Which aspect of your stay was least enjoyed? .....

How do you rate the overall product on a value for money basis? ..... *2* .....

Will you be considering a further visit with Manor Adventure? .. *PROBABLY* .....

Have you any further general comments which you feel would be useful to us?  
.....  
.....  
.....

Where did you hear of Manor Adventure? .....

What were the reasons for choosing Manor Adventure? .....

Which centre did you visit last year? .. *LOCKERBIE MANOR* .....

What other visits does your school organise? .. *EDINBURGH* .....

**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