

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: 20/2 -> 22/2 '23
NAME OF ACCOMMODATION: A level 8-12

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? 1

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

..... Share tuck shop items / prices online before to help budget

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

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? N/A

Customer Services (Bookings, payments, support)?

Operations (Rooming, outdoor pursuit programmes, support)?

Preview visit to the centre?

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: 1 Cleanliness / Hygiene: 1

The Grounds: 1 Catering: 1

Were there any accommodation problems?

..... N/A

Standard of cleanliness / tidiness? (teacher & pupil) 1

Standard of Furnishing? 1

SECTION 4: Meals

Were the meals of an adequate standard? 1

Was there enough to eat? No opportunity for ^{some} kids to get seconds as the chefs had cleared up. This could have been appreciated.

Was the food served promptly? 1

Were all dietary requirements catered for? 1

How do you rate the packed lunches? N/A

Any other comments? Great Meals in nice setting.

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: 1 Professional: 1

Which Instructors were motivating / clear / enthusiastic?

..... 1

How do you rate the outdoor pursuits? Some could offer more

challenge.

How do you rate the outdoor pursuit equipment? 1

What were your pupil's favourite outdoor pursuits? Abseiling, Canoeing

Kayaking, Obstacle course

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

Totem pole, Scrambling, gorge walking

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? *comf. accomodation*

Which aspect of your stay was least enjoyed? *N/A*

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

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?

*Jenny was a brilliant instructor
- very nice manner with kids & helpful.
We enjoyed having instructors repeatedly to build reports.*

Where did you hear of Manor Adventure? *word of mouth*

What were the reasons for choosing Manor Adventure? *price, location & availability but will be returning based on comfort :)*

Which centre did you visit last year? *Auchergillan*

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