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: LOCKERBE MANOR DATES: 27/02/23 - 01/03/23
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?
How could we improve our website, www.manoradventure.com?
It's very good.
If you had a visit from one of our School Journey Advisors: We did not receive a visit because we had been before Did he provide a fair description of our centre and product? But it would be helpful to have a presentation for How professional was the Presentation Evening?
How professional was the Presentation Evening? How did you rate our pre-visit administration? How did you rate our pre-visit administration? How did you rate our pre-visit administration?
Customer Services (Bookings, payments, support)?
Operations (Rooming, outdoor pursuit programmes, support)?
Operations (Rooming, outdoor pursuit programmes, support)? Nave expense of preview visit to the centre? Preview visit to the centre?
SECTION 2: Arrivals General Welcome: Fire Drill: With their children
General Welcome: Fire Drill: With their children
Room Allocation:
SECTION 3: Centre Facilities:
Pupil Accommodation:2
Washing & Toilet Facilities: 2
The Grounds:
Were there any accommodation problems?
Standard of cleanliness / tidiness? (teacher & pupil) Children found items of lothing from previous group e.g. socks frea outside room (next to five extinguisher and stails extremely Standard of Furnishing? 2.

SECTION 4: Meals

	Were the meals of an adequate standard?
	Was there enough to eat?
	Was the food served promptly?
	Were all dietary requirements catered for?
	How do you rate the packed lunches? ► /A
	Any other comments? The lady cleaning the diving room at breakfast
	on 01/03/23 seemed very stressed and made regative comments towards children eg. They must to push their chairs in at none, "because children had left the chairs without truling SECTION 5: Centre Staff & Outdoor Pursuits them in "One child spilled
ē	How do you rate the Centre Staff / Instructors? "Be careful what you're down Helpful: Professional: Lius can be very
	are are
teg	Which Instructors were motivating / clear / enthusiastic?
ev,	instructor, they liked his sense of human He stood out, however, the others were of a very high standard to How do you rate the outdoor pursuits?
	How do you rate the outdoor pursuit equipment?
	What were your pupil's favourite outdoor pursuits? Blind Wail
	Are there any new outdoor pursuits you would like Manor Adventure to offer?
	Do you have any suggestions on how we could improve our product or outdoor pursuits?
*Than she	didn't look as thank the enjoyed hot jeb. She replied "I've here noting all the hours and they a city in the

SECTION 6: Overall Assessment Which aspect of your stay was most enjoyed? The children's emanagement of each other during activities Which aspect of your stay was least enjoyed? How do you rate the overall product on a value for money basis? ... excellent Will you be considering a further visit with Manor Adventure? Have you any further general comments which you feel would be useful to us? Where did you hear of Manor Adventure? Prior Mist Livitia Oly (another head teacher who had isited) What were the reasons for choosing Manor Adventure? Successful visits since 2014 Which centre did you visit last year? None - this is the visit we have undertaken since the card What other visits does your school organise? This is the only residential visit we d **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: Address: Head office: Culmington Manor, Craven Arms, Shropshire, SY7 9BY

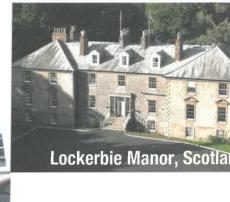
Telephone: 01584 861333 Fax: 01584 861367

manor adventure

COURSE REPORT FORM

For





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



Have you considered our French Centres

Le Château de Warsy & Le Château du Broutel

