

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: 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? 1.....

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?
parents from Lockerbie

How did you rate our pre-visit administration?
Manor staff prior to

Customer Services (Bookings, payments, support)?
the excursion. I did

Operations (Rooming, outdoor pursuit programmes, support)?
present one because I

Preview visit to the centre?
have experience of

SECTION 2: Arrivals

General Welcome: 1 Fire Drill: 1
like to meet at least

Room Allocation: 1 Introductory Talk: 1
one staff member from

SECTION 3: Centre Facilities:

Pupil Accommodation: 2 Teacher Accommodation: 2

Washing & Toilet Facilities: 2 Cleanliness / Hygiene: 4

The Grounds: 1 Catering: 2

Were there any accommodation problems? None

Standard of cleanliness / tidiness? (teacher & pupil)
Children found items of

clothing from previous group e.g. socks

Area outside room next to fire extinguisher and stairs extremely

Standard of Furnishing? 2
dirty.

SECTION 4: Meals

Were the meals of an adequate standard? 1

Was there enough to eat? 1

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? The lady cleaning the dining room at breakfast

on 01/03/23 seemed very stressed and made negative comments

towards children e.g. "they mustn't push their chairs in at

none," because children had left the chairs without tucking

them in." One child spilled

cereal and she commented,

"Be careful what you're doing."

Her manner was off and

this can be very

unsettling for

children who are

away from home.

* Helpful: 1 Professional: 1

Which Instructors were motivating / clear / enthusiastic?

The children really enjoyed having Nick as an

instructor, they liked his sense of humour. He stood

out, however, the others were of a very high standard too.

How do you rate the outdoor pursuits? 1

How do you rate the outdoor pursuit equipment? 1

What were your pupil's favourite outdoor pursuits? Blind trail

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?
.....

*Thankfully, this was not aimed at our group but I did say to her
she didn't look as though she enjoyed her job. She replied, "I've
been in here working all the hours and if they'd only just told me they

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *The children's encouragement 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? *Yes*

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

Where did you hear of Manor Adventure? *Prior visit (initially from another headteacher who had visited)*

What were the reasons for choosing Manor Adventure? *Successful visits since 2014*

Which centre did you visit last year? *None - this is the first residential visit we have undertaken since the covid pandemic.*

What other visits does your school organise? *This is the only residential visit we do each year (for yr 7)*

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:

spilled. I just found her manner very appalling and I think she may be in need of some wellbeing support.

manor adventure

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COURSE REPORT FORM

For



Culmington Manor, England



Aberhant 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