

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 ..... DATES: 27/1/23 - 29/1/23 .....  
NAME OF ACCOMMODATION: main 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? ..... (1) .....

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

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)? ..... (1) .....

Operations (Rooming, outdoor pursuit programmes, support)? ..... (1) .....

Preview visit to the centre? ..... N/A but available .....

### 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? ..... NO .....

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? ..... (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? ..... We had a last minute change to the dietary requirements which all staff (admin - kitchen) were happy to accommodate. The kitchen really went above and beyond. Thank you. .....

### SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: ..... (1) ..... Professional: ..... (1) .....

Which Instructors were motivating / clear / enthusiastic?

..... All instructors this year were great - bit giddy on Manor Olympic which was our least favourite session to be fair. .....

How do you rate the outdoor pursuits? ..... (1) except Manor Olympic .....

How do you rate the outdoor pursuit equipment? ..... (1) .....

What were your pupil's favourite outdoor pursuits? ..... Climb / Zip / Fencing / Archery .....

Are there any new outdoor pursuits you would like Manor Adventure to offer? ..... not that we can think of .....

Do you have any suggestions on how we could improve our product or outdoor pursuits? ..... not at the moment .....

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *Absit!*

Which aspect of your stay was least enjoyed? *Time between sessions*

*which was reduced on the Saturday tea break as there was only us in.*

How do you rate the overall product on a value for money basis? *1*

Will you be considering a further visit with Manor Adventure? *1 Absolutely!*

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

*Make the manor dumps more focused / structured. Maybe encompass some kind of clue finding treasure hunt activity / problem solving.*

Where did you hear of Manor Adventure? *Friend's referral 10+ years ago!*

What were the reasons for choosing Manor Adventure? *It's not P&L!*

*There are no groups, singing or frustrated children's entertainers, discos. Teachers are encouraged to be with pupils and involved.*

Which centre did you visit last year? *Lockerbie*

What other visits does your school organise? *No other residential*

SECTION 7 *N/A*

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: .....



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# manor adventure

## COURSE REPORT FORM

For



Culmington Manor, England



Lockerbie Manor, Scotland



Abernant Lake Hotel, Wales

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

*THANK YOU!!!* *fabulous as ever!*



Le Château de Warsy, France

Have you considered our French Centres

Le Château de Warsy & Le Château du Broutel



Le Château du Broutel, France