

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: 23/1/23 - 25/1/23

NAME OF ACCOMMODATION: MANOR 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?

Add more up-to-date (realistic) photos

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

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?

Customer Services (Bookings, payments, support)? 1

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

Preview visit to the centre? N/A

SECTION 2: Arrivals

General Welcome: 1 Fire Drill: 1

Room Allocation: Split over floors isn't really great. Introductory Talk: 1

SECTION 3: Centre Facilities:

Pupil Accommodation: 4 Teacher Accommodation: 3

Washing & Toilet Facilities: 3 Cleanliness / Hygiene: 2 - staff 4 - children

The Grounds: 2 Catering: 2

Were there any accommodation problems? The children being split over 2 floors was a bit awkward.

Standard of cleanliness / tidiness? (teacher & pupil) Teacher - no issues

Pupils - Squeaky beds, hard mattresses, mouldy showers

Standard of Furnishing? Teacher - great Pupils - adequate

but perhaps a chair in the rooms would be helpful.

SECTION 4: Meals

Were the meals of an adequate standard? Yes - 1

Was there enough to eat? 1 - loads to eat. Children ate very well

Was the food served promptly? 1 - always on time

Were all dietary requirements catered for? 1 - yes

How do you rate the packed lunches? Didn't have any

Any other comments? The children liked knowing the choices.

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: 1 Professional: 1

Which Instructors were motivating / clear / enthusiastic?

Rachel, Zach, Jen, Ben, Scott, Jamie, Kai, Fox

How do you rate the outdoor pursuits? 2. The children were disappointed that the water was too icy to do the activities.

How do you rate the outdoor pursuit equipment? 1

What were your pupil's favourite outdoor pursuits? Zip wire, Blind trail, archery, fencing, rifles

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

A 'leap of faith' type of activity. Gorge-walking.

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

Give the '3-day' schools a shot.

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *The structure & routine is excellent. Very good length of activities.*

Which aspect of your stay was least enjoyed? *Lack of evening activities - different in the winter.*

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

Will you be considering a further visit with Manor Adventure? *Yes, we are already booked.*

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

There is a lack of a communal area for 'downtime'. Inside water fountain.

Where did you hear of Manor Adventure? *We have been coming since it opened.*

What were the reasons for choosing Manor Adventure? *We have continued to return year-on-year as we always enjoy ourselves.*

Which centre did you visit last year? *Lockerbie.*

What other visits does your school organise? *No other residentials.*

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:



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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