

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: 17/11 - 20/11
NAME OF ACCOMMODATION: Manor House + Pod villages

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? Yes

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

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?

How did you rate our pre-visit administration?

Customer Services (Bookings, payments, support)? Excellent

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

Preview visit to the centre? N/A

SECTION 2: Arrivals

General Welcome: Excellent Fire Drill: Excellent

Room Allocation: " Introductory Talk: "

SECTION 3: Centre Facilities:

Pupil Accommodation: 3 Teacher Accommodation: 3

Washing & Toilet Facilities: 3 Cleanliness / Hygiene:

The Grounds: 3 Catering:

Were there any accommodation problems? Issue with water coming in
Heaters on walls are poor and not adequate for the temperatures

Standard of cleanliness / tidiness? (teacher & pupil)

3

Standard of Furnishing? 4

SECTION 4: Meals

Were the meals of an adequate standard? Yes - large portions and
high quality

Was there enough to eat? Yes!

Was the food served promptly? Yes - very efficient service

Were all dietary requirements catered for? Yes

How do you rate the packed lunches? N/A

Any other comments?

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: 1 Professional: 1

Which Instructors were motivating / clear / enthusiastic?

Scott, Jack, Kai

How do you rate the outdoor pursuits? Some pursuits (harness
based ones, O/c etc) were very engaging - ①
others such as TIG for example had a lot of standing
How do you rate the outdoor pursuit equipment? around at times

What were your pupil's favourite outdoor pursuits?

Zip, abseiling, crate stack, climbing wall

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

Camp Craft we heard should have had marshmallows,
hot choc etc

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

Sometimes we feel that the size of our grp results
in restrictions, e.g. if water sports had gone ahead we wouldn't
all have been able to do all activities which means

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed?

Which aspect of your stay was least enjoyed?

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

3

Will you be considering a further visit with Manor Adventure?

Potentially in future

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

Where did you hear of Manor Adventure?

What were the reasons for choosing Manor Adventure?

It can accommodate our large numbers

Which centre did you visit last year? Lockerbie

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