

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: 23rd - 27th Jan 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? 2

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)? 2

Operations (Rooming, outdoor pursuit programmes, support)? 2

Preview visit to the centre? N/A

SECTION 2: Arrivals

General Welcome: 2 Fire Drill: 2

Room Allocation: 2 Introductory Talk: 2

SECTION 3: Centre Facilities:

Pupil Accommodation: 2 Teacher Accommodation: 2

Washing & Toilet Facilities: 2 Cleanliness / Hygiene: 2

The Grounds: 2 Catering: 2

Were there any accommodation problems? None

Standard of cleanliness / tidiness? (teacher & pupil) 2

Standard of Furnishing? 2

SECTION 4: Meals

Were the meals of an adequate standard? 2 - suited to

time needs of all pupils

Was there enough to eat? More than enough -

Was the food served promptly? Yes

Were all dietary requirements catered for? Yes

How do you rate the packed lunches? N/A

Any other comments? Friendly polite staff

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: 2 Professional: 2

Which Instructors were motivating / clear / enthusiastic?

Some instructors lacked enthusiasm
& motivation

How do you rate the outdoor pursuits? 3

How do you rate the outdoor pursuit equipment? 2/3

Some stamps in orienteering broken

What were your pupil's favourite outdoor pursuits? Zip Wire, Blind trail
low ropes

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

Many of the activities cost extra so makes
choice limited + similar choice (Bivi, camp crafts
Do you have any suggestions on how we could improve our product or outdoor pursuits? + Survival
Too many activities similar

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed?

Activities

Which aspect of your stay was least enjoyed?

Standing about too much at activities

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

Good

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?

When 2 groups together on an activity with only one instructor - ratios not met and children 1:17??

Where did you hear of Manor Adventure? Word of mouth - coming for years

What were the reasons for choosing Manor Adventure?

We know the grounds, travel distance from home, packed day of activities, value for money

Which centre did you visit last year? Lockerbie 2020

What other visits does your school organise?

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

Head office: Culmington Manor, Craven Arms, Shropshire, SY7 9BY Telephone: 01584 861333 Fax: 01584 861367 www.manoradventure.com

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