

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: 14/6 - 16/6 2023
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

How could we improve our website, www.manoradventure.com? NO

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

Did he provide a fair description of our centre and product? YES

How professional was the Presentation Evening? VERY

How did you rate our pre-visit administration? VERY PROMPT / HELPFUL / ACCOMMODATING

Customer Services (Bookings, payments, support)? AS ABOVE

Operations (Rooming, outdoor pursuit programmes, support)? AS ABOVE

Preview visit to the centre? NO

SECTION 2: Arrivals

General Welcome: VERY GOOD Fire Drill: Very Good

Room Allocation: " Introductory Talk: "

SECTION 3: Centre Facilities

Pupil Accommodation AS EXPECTED Teacher Accommodation: Would rather own rooms

Washing & Toilet Facilities: " Cleanliness / Hygiene:

The Grounds: V.G.

Were there any accommodation problems? NO

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

Standard of Furnishing? GOOD

SECTION 4: Catering / Meals

Were the meals of an adequate standard? YES

Was there enough to eat? YES - HAD TO ASK FOR FRUIT/SALAD
AS LAST SITTING FOR LUNCH BUT STAFF FILLED UP

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? PIZZA WOULD BE A GOOD OPTION
ALL KIDS LIKE PIZZA

SECTION 5: Centre Staff & Outdoor Pursuits

Did the Head of Centre / Chief Instructor make themselves known to you during your visit?

..... YES

How do you rate the Centre Staff / Instructors?

Helpful: VERY Professional: VERY

Were the Instructors motivating / clear / enthusiastic? YES

How do you rate the outdoor pursuits? V.G.

How do you rate the outdoor pursuit equipment? V.G.

What were your pupil's favourite outdoor pursuits? WATER SPORTS

..... CLIMBING

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?

..... REALLY WANTED TO DO ZIP WIRE
..... HIGH ROBES
..... BMX

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? ACTIVITIES

Which aspect of your stay was least enjoyed?

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

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?
NOT HAVING WATER ACTIVITIES ON DAY OF DEPARTURE

Where did you hear of Manor Adventure? OTHER SCHOOLS

What were the reasons for choosing Manor Adventure? LOCALITY - VALUE

Which centre did you visit last year? PRIOR TO COVID

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? NO

Name: Name:

Address: Address:



manor adventure

COURSE REPORT FORM

for

Culmington Manor, Shropshire

Lockerbie Manor, Scotland

Abernant Lake Hotel, Wales

Willersley Castle, Peak District

Norfolk Lakes, Norwich

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

Have you considered our French Centres



Le Château du Broutel



Le Château de Warsy

