

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: 14th - 16th June
NAME OF ACCOMMODATION: B Floor

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? Good website
+ video informative

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)?

Operations (Rooming, outdoor pursuit programmes, support)?

Preview visit to the centre? NO

SECTION 2: Arrivals

General Welcome: Scott was helpful Fire Drill: Done well

Room Allocation: Excellent Introductory Talk: Informative

SECTION 3: Centre Facilities

Pupil Accommodation: Good Teacher Accommodation: Good but a teacher fridge would be helpful (medicines / water etc...)

Washing & Toilet Facilities: Good Cleanliness / Hygiene: OK

The Grounds: Fantastic / Clean

Were there any accommodation problems? Lack of fridge - especially in the heat

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

Standard of Furnishing? Teacher room good - extra pillow? Children's bed were far too squeaky

SECTION 4: Catering / Meals

Were the meals of an adequate standard? Yes (Especially breakfast)

Was there enough to eat? Yes - plenty

Was the food served promptly? Yes

Were all dietary requirements catered for? Yes

How do you rate the packed lunches? No packed lunches

Any other comments? /

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: Yes Professional: Yes

Were the Instructors motivating / clear / enthusiastic? Not all instructors!

As a group, we were let down by Johnny - He took our children for Rafting. He was not engaging, motivating or enthusiastic *

How do you rate the outdoor pursuits? Great. More of a range would have been good

How do you rate the outdoor pursuit equipment? Good

What were your pupil's favourite outdoor pursuits? Water, Blind Trail, 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? More range for the children to complete. A few of our activities were the same

* Nash however, was the complete opposite the previous day.

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *Children coming together for activities*

Which aspect of your stay was least enjoyed? *The range of activities given to us. Hopefully this will improve for our next visit.*

How do you rate the overall product on a value for money basis? *If we were able to have a better range of activities, good value.*

Will you be considering a further visit with Manor Adventure? *We have ~~provisionally~~ provisionally book but will be evaluating with children next week.*

Have you any further general comments which you feel would be useful to us? *Once again, a better range of activities on the rota. Several activities out of commission.*

Where did you hear of Manor Adventure? *Other schools*

What were the reasons for choosing Manor Adventure? *Own council centre no longer available.*

Which centre did you visit last year? *Strathclyde Park*

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:



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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

