

We constantly strive to improve our high standards. Your comments are very important to us and will be assessed by our management team.

SCHOOL: Lockerbie Manor PARTY LEADER: _____
CENTRE: Lockerbie Manor DATES: 21-23 June
NAME OF ACCOMMODATION: Pod Village 2

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? Great

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? Very helpful

Customer Services (Bookings, payments, support)? accomodating

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

Preview visit to the centre? n/a

SECTION 2: Arrivals

General Welcome: Good Fire Drill: n/a

Room Allocation: Good Introductory Talk: good

SECTION 3: Centre Facilities

Pupil Accommodation: Good Teacher Accommodation: Good

Washing & Toilet Facilities: Excellent Cleanliness / Hygiene: _____

The Grounds: Well kept

Were there any accommodation problems? One pod was slightly (12)

Smelly (teacher pod) possible air freshener

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

Standard of Furnishing? Good

SECTION 4: Catering / Meals

Were the meals of an adequate standard? Yes

Was there enough to eat? Plenty

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? Could possibly provide cups for staff to have brews. However, reception did provide 6 paper cups ☺ Thanks

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 Professional: Yes

Were the Instructors motivating / clear / enthusiastic? Some were more motivating than others - big shout out to Nas L

How do you rate the outdoor pursuits? Good - would suggest providing wetsuits

How do you rate the outdoor pursuit equipment? Fair

What were your pupil's favourite outdoor pursuits? Paddle boarding

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

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

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *Activities / weather* ☀

Which aspect of your stay was least enjoyed? *Fencing*

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?

No

Where did you hear of Manor Adventure? *Website + other school*

What were the reasons for choosing Manor Adventure? *Recommendation*

Which centre did you visit last year? *PGL, Hothersall Lodge*

What other visits does your school organise?

YR 4, 5, 6 Residential

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, 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

