

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: 6th - 8th March
NAME OF ACCOMMODATION: Pod Village

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: No

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)? N/A

Operations (Rooming, outdoor pursuit programmes, support)?

Preview visit to the centre?

SECTION 2: Arrivals

General Welcome: Very good Fire Drill: good

Room Allocation: Very good Introductory Talk: very good

SECTION 3: Centre Facilities:

Pupil Accommodation: Very good Teacher Accommodation: very good

Washing & Toilet Facilities: Very good Cleanliness / Hygiene: '' ''

The Grounds: '' '' Catering: '' ''

Were there any accommodation problems? No

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

Standard of Furnishing? Good - blinds in teacher pod 7
wouldn't open after being closed, didn't cause
a problem but just so you're aware

SECTION 4: Meals

Were the meals of an adequate standard? Yes

Was there enough to eat? Yes

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? Thank you

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: Very Professional: Very

Which Instructors were motivating / clear / enthusiastic?

Almost all, some could have been a bit
more motivating but generally V.G.

How do you rate the outdoor pursuits? Excellent - however we

had water activities on last day + feel this
would have been better on another day, kid

How do you rate the outdoor pursuit equipment? Excellent
not wanting to get too wet with leaning

What were your pupil's favourite outdoor pursuits? Abseiling, Zip
Wine
Staff

Are there any new outdoor pursuits you would like Manor Adventure to offer? No
would have liked to take part

Do you have any suggestions on how we could improve our product or outdoor pursuits? No - ~~many~~ maybe just funtabling on
last day.
couldn't really.

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *All*

Which aspect of your stay was least enjoyed? *N/A*

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

Thank you for a great, safe experience for our pupils.

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

What were the reasons for choosing Manor Adventure? *Website very informative and attractive, good prices and word of mouth*

Which centre did you visit last year? *hockgrovehead*

What other visits does your school organise? *local*

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