

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: 1-3rd March 2023
NAME OF ACCOMMODATION: A07-A011

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? 1

How could we improve our website, www.manoradventure.com?
Website easy to navigate. Can't think of improvements.

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)? 1

Operations (Rooming, outdoor pursuit programmes, support)? 1

Preview visit to the centre? N/A

SECTION 2: Arrivals

General Welcome: 1 Fire Drill: 1

Room Allocation: 1 Introductory Talk: 1

SECTION 3: Centre Facilities:

Pupil Accommodation: 2 Teacher Accommodation: 1

Washing & Toilet Facilities: 1 Cleanliness / Hygiene: 1

The Grounds: 1 Catering: 1

Were there any accommodation problems?

Standard of cleanliness / tidiness? (teacher & pupil) Rooms and common rooms very clean and tidy.

Standard of Furnishing? We feel that the bunk beds should have a basic sheet on the mattress.

SECTION 4: Meals

Were the meals of an adequate standard? All meals were excellent and there was a good variety.

Was there enough to eat? Absolutely! Children were able to get seconds so were delighted.

Was the food served promptly? Yes. Timings were very good.

Were all dietary requirements catered for? Yes; we had a child who was lactose intolerant and a child who brought his own food and this was prepared for him.

How do you rate the packed lunches? N/A

Any other comments? Children and staff loved the catering. Staff took pride in the meals served.

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: 1 Professional: 1

Which Instructors were motivating / clear / enthusiastic?

We found all the instructors to be kind, nurturing and enthusiastic.

How do you rate the outdoor pursuits? 1

How do you rate the outdoor pursuit equipment? 1

What were your pupil's favourite outdoor pursuits? Climbing, Blind Trail, Archery

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

Maybe an off site hill walk.

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

No

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *The children enjoyed all the activities and we felt safe leaving the instructors in charge.*

Which aspect of your stay was least enjoyed? *The children has asked to do paddle boarding and were a bit disappointed*

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?

It would be useful to have a clock in the children's bedrooms; ours woke up at 3am and started to get showered and dressed! ☺

Where did you hear of Manor Adventure? *We've been numerous times in the past.*

What were the reasons for choosing Manor Adventure? *Location, staff and variety of activities.*

Which centre did you visit last year? *Lockerbie Manor*

What other visits does your school organise? *Blairvadach
Millport Field Studies Centre*

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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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