

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: 22-24 MARCH 23  
NAME OF ACCOMMODATION: MANOR HOUSE

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?  
NO

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)? 2

Preview visit to the centre? N/A

### SECTION 2: Arrivals

General Welcome: 1 Fire Drill: 2

Room Allocation: 1 Introductory Talk: 2

### SECTION 3: Centre Facilities:

Pupil Accommodation: 2 Teacher Accommodation: 2

Washing & Toilet Facilities: 2 Cleanliness / Hygiene: 2

The Grounds: 1 Catering: 2

Were there any accommodation problems? BLOCKED DRAIN - B19  
LOCK NOT WORKING - B20

Standard of cleanliness / tidiness? (teacher & pupil) VERY GOOD - ALL  
CLEAN / TIDY. WERE WAS DIRT ON MATTRESSES

Standard of Furnishing? GOOD

### SECTION 4: Meals

Were the meals of an adequate standard? YES

Was there enough to eat? YES! LOTS

Was the food served promptly? YES - CATERING STAFF GREAT,  
VERY POLITE + HELPFUL

Were all dietary requirements catered for? YES

How do you rate the packed lunches? N/A

Any other comments? NO

### SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: 4 Professional: 4

Which Instructors were motivating / clear / enthusiastic?

SEEMED A LACK OF ENTHUSIASM / EXCITEMENT WITH  
ALL INSTRUCTORS. MORE RELAXED APPROACH - LESS ORGANISED FUN,

How do you rate the outdoor pursuits? VERY GOOD ALTHOUGH A  
LOT OF UNNECESSARY WAITING TIME

How do you rate the outdoor pursuit equipment? VERY GOOD. NOT ENOUGH  
ARM GUARDS IN ARCHERY

What were your pupil's favourite outdoor pursuits? WATER SPORTS /  
ZIP WIRE + ABYSS

Are there any new outdoor pursuits you would like Manor Adventure to offer?  
BUT MORE ZIP LINE OPTIONS

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? .....

Which aspect of your stay was least enjoyed? WAIT TIME AT ACTIVITIES -

WE WERE A LARGE GROUP (OF 15)

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?

Where did you hear of Manor Adventure? ATTENDED PREVIOUSLY

What were the reasons for choosing Manor Adventure? FACILITIES, OUTDOOR

PURSUIT & COST

Which centre did you visit last year? SAME

What other visits does your school organise? NONE

**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