

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: 20th - 24th March 2023
NAME OF ACCOMMODATION: Manor House, A 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

Did you find the brochure accurate and informative? 1 - Excellent

How could we improve our website, www.manoradventure.com?

..... Some film of activities

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 - Excellent Fire Drill: 1 - Excellent

Room Allocation: 1 - Excellent Introductory Talk: 1 - Excellent

SECTION 3: Centre Facilities:

Pupil Accommodation: 1 - Excellent Teacher Accommodation: 1 - Excellent

Washing & Toilet Facilities: 2 - V. Good Cleanliness / Hygiene: 3 - Good

The Grounds: 1 - Excellent Catering: 1 - Excellent (!!+)

Were there any accommodation problems? All - door cannot lock.

..... A14 - Toilet/Bathroom really smells. A3 - Toilet was not

Standard of cleanliness / tidiness? (teacher & pupil) 3 - ~~Excellent~~ in room.

..... A floor corridor carpet needs TLC.

Standard of Furnishing? 1 - Excellent

SECTION 4: Meals

Were the meals of an adequate standard? 1 - Excellent

..... Meals were fantastic.

Was there enough to eat? 1 - Excellent

..... fantastic - so much. (in a great way!)

Was the food served promptly? Absolutely.

..... 1 - Excellent

Were all dietary requirements catered for? 1 - Excellent

How do you rate the packed lunches? N/A

Any other comments? Staff and meals fantastic.

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: 1 Professional: 1

Which Instructors were motivating / clear / enthusiastic?

..... Scott, Ben, Lewis, Lewis, Rachel + Adam

How do you rate the outdoor pursuits? 1 - Excellent

How do you rate the outdoor pursuit equipment? 1 - excellent

What were your pupil's favourite outdoor pursuits? High Ropes, Initiative,
Crate Staking + water (if only warmer!)

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?

..... -Activities have been fab!!

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *Activities and food.*

Which aspect of your stay was least enjoyed? *The weather - which no one can help. Back to Back water.*

How do you rate the overall product on a value for money basis? *Unsure as admin staff deal with money, however, schools are very aware of cost of living crisis.*

Will you be considering a further visit with Manor Adventure? *Yes, we are coming in September!*

Have you any further general comments which you feel would be useful to us?

Chris is far too over familiar with some pupils,

** happy to discuss further if required.*

L. Williamson

DISCUSSED AT RECEPTION - G. COMUTHOIS.

Where did you hear of Manor Adventure?

What were the reasons for choosing Manor Adventure? *Been before*

Which centre did you visit last year? *Lockerbie (2019 due to covid)*

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:

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