

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 DATES: 20-22nd March
NAME OF ACCOMMODATION: B Block main building

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, useful

How could we improve our website, www.manoradventure.com?
Not visited & no signal to check

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)? N/A

Operations (Rooming, outdoor pursuit programmes, support)? N/A

Preview visit to the centre? N/A

SECTION 2: Arrivals

General Welcome: Great Fire Drill: 1

Room Allocation: 2 Introductory Talk: 2

SECTION 3: Centre Facilities:

Pupil Accommodation: 3 Teacher Accommodation: 2

Washing & Toilet Facilities: 3 Cleanliness / Hygiene: 2

The Grounds: 2 Catering: 2

Were there any accommodation problems? A leak in room B03, but passed on to reception. Shower in B01 quite cold

Standard of cleanliness / tidiness? (teacher & pupil) 2 No issues in rooms.

Standard of Furnishing? Good, could do with a few more hangers in wardrobe

SECTION 4: Meals

Were the meals of an adequate standard? Yes, great.

Was there enough to eat? Plenty!!

Was the food served promptly? Yes, very promptly.

Were all dietary requirements catered for? Yes

How do you rate the packed lunches? N/A

Any other comments? Staff were lovely.
Wifi would be useful upstairs in teacher rooms.

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: 1 Professional: 2

Which Instructors were motivating / clear / enthusiastic?

Tommy, Ben, girl with red hair, Jack, Becka, Tel?, Adam, Scott

How do you rate the outdoor pursuits? 1 Kids loved them

How do you rate the outdoor pursuit equipment? 3 fencing jackets weren't all able to zip, we requested rifles but couldn't do.

What were your pupil's favourite outdoor pursuits? Blind trail, abseiling, rock climbing, archery

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

from kids -> tree climbing, tree house building

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

N/A

SECTION 6: Overall Assessment

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

Which aspect of your stay was least enjoyed? *night time / sleeping*

How do you rate the overall product on a value for money basis? *8/10*

*good value **

Will you be considering a further visit with Manor Adventure? *Yes, probably next session.*

Have you any further general comments which you feel would be useful to us?
A lot of kids clothing went missing as other schools were using our area.

Where did you hear of Manor Adventure? *Visited before*

What were the reasons for choosing Manor Adventure? *local to us, visited before, affordable for families.*

Which centre did you visit last year? *Lockerbie*

What other visits does your school organise? *day trips.*

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:



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manor adventure

COURSE REPORT FORM

For
Lockerbie Manor.



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