

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: 20.3.23 - 24.3.23 .....

NAME OF ACCOMMODATION: MANOR .....

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? ...2.....

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

N/A

If you had a visit from one of our School Journey Advisors:

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)? .....

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

Preview visit to the centre? .....

N/A

### SECTION 2: Arrivals

General Welcome: .....2..... Fire Drill: .....2.....

Room Allocation: .....2..... Introductory Talk: .....2.....

### SECTION 3: Centre Facilities:

Pupil Accommodation: .....3..... Teacher Accommodation: .....3.....

Washing & Toilet Facilities: .....2 3..... Cleanliness / Hygiene: .....3.....

The Grounds: .....2..... Catering: .....2.....

Were there any accommodation problems? SOME ROOMS THE HEATING WASN'T WORKING .....

Standard of cleanliness / tidiness? (teacher & pupil) OVERALL GOOD .....

Standard of Furnishing? OVERALL GOOD .....

### SECTION 4: Meals

Were the meals of an adequate standard? YES, WELL CATERED FOR, GOOD SELECTION .....

Was there enough to eat? YES, LOTS AVAILABLE .....

Was the food served promptly? YES, GOOD SERVICE .....

Were all dietary requirements catered for? YES, ALL NEEDS CATERED FOR .....

How do you rate the packed lunches? N/A .....

Any other comments? FELT BETTER ORGANISED / LESS CROWDED THAN LAST YEAR .....

### SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: .....1..... Professional: .....1.....

Which Instructors were motivating / clear / enthusiastic?

ALL HAVE BEEN EXCELLENT - BEN, RACHEL, CALLUM (OUR HILLWALKERS + QUIZ MASTERS TOO) .....

How do you rate the outdoor pursuits? WELL ORGANISED + CHILDREN ENJOYED THEM - EVEN IN THE RAIN! .....

How do you rate the outdoor pursuit equipment? WE ENCOUNTERED NO ISSUES (SOME AKCHEKY AKKOWS BROKEN) .....

What were your pupil's favourite outdoor pursuits? CRATE STACK, HIGH ROPES, CLIMBING, ZIP LINE, WATER SPORTS .....

Are there any new outdoor pursuits you would like Manor Adventure to offer? N/A .....

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? CHILDREN REALLY ENJOYED ACTIVITIES + WORKING WITH THE STAFF

Which aspect of your stay was least enjoyed? SOME CHILDREN NOT KEEN ON THE SCAVENGER HUNT

How do you rate the overall product on a value for money basis? 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?  
REALLY ENJOYED OUR WEEK, WELL ORGANISED AND THE STAFF HAVE BEEN GREAT

Where did you hear of Manor Adventure? PREVIOUS VISIT

What were the reasons for choosing Manor Adventure? SUCCESSFUL PREVIOUS TRIP

Which centre did you visit last year? LOCKEBIE

What other visits does your school organise? A RANGE OF LOCAL SCHOOL EXCURSIONS

**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**

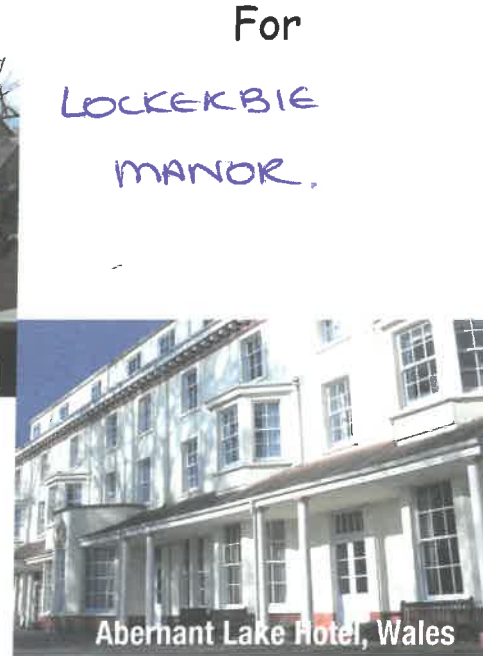
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## COURSE REPORT FORM



Culmington Manor, England



Abernant Lake Hotel, Wales



Lockerbie Manor, Scotland

For  
LOCKEBIE  
MANOR.

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