

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: 17/3/23 - 20/3/23

NAME OF ACCOMMODATION: LOCKERBIE 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 - BEEN PREVIOUSLY - RETURNING SCHOOL - DID NOT USE BROCHURE
Did you find the brochure accurate and informative?

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

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

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?

SECTION 2: Arrivals

General Welcome: 5 1 Fire Drill: 5 1

Room Allocation: 4 2 Introductory Talk: 5 1

SECTION 3: Centre Facilities:

Pupil Accommodation: 2 Teacher Accommodation: 1

Washing & Toilet Facilities: 2 Cleanliness / Hygiene: 4

The Grounds: 1 Catering:

Were there any accommodation problems? bulb out in room A09 & shower not draining

Standard of cleanliness / tidiness? (teacher & pupil) Teachers accomodation ok, pupils accomodation require some cleaning

Standard of Furnishing? needs a bit of TLC, a bit tired & grubby

SECTION 4: Meals

Were the meals of an adequate standard? Meals were excellent

Was there enough to eat? Plenty to eat

Was the food served promptly? Yes,

Were all dietary requirements catered for? Yes

How do you rate the packed lunches? Did not have packed lunches

Any other comments? We had a very fussy eater who was catered for

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: 1 Professional: 1

Which Instructors were motivating / clear / enthusiastic?

Ben, Tal, Lewis, Jen, Other Lewis

How do you rate the outdoor pursuits? 1 excellent choice

How do you rate the outdoor pursuit equipment? 1 excellent always felt safe

What were your pupil's favourite outdoor pursuits? Zip wire, obstacle raft, high ropes, abseiling

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?
.....

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *Staff so welcoming & build great relationship, not only instructors but catering staff as well!*

Which aspect of your stay was least enjoyed? *Evening walk cut short due to not having a senior instructor so group were unable to go further*

How do you rate the overall product on a value for money basis? *Really good. value for money with 14 activities*

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?

*When having water activity before meals consider having the later meal time
In bike skills consider 2 instructor 1 for non-cyclists)
Orienteering course needs repair*

Where did you hear of Manor Adventure? *BEEN BEFORE*

What were the reasons for choosing Manor Adventure? *Previous experience
travel distance.*

Which centre did you visit last year? *NONE*

What other visits does your school organise? *No residential*

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

Head office: Culmington Manor, Craven Arms, Shropshire, SY7 9BY
Telephone: 01584 861333 Fax: 01584 861367 www.manoradventure.com

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