

We constantly strive to improve our high standards. Your comments are very important to us and will be assessed by our management team.

SCHOOL: T... PARTY LEADER: J...
CENTRE: Lockerbie Manor DATES: 13.3.23 - 17.3.23
NAME OF ACCOMMODATION: Pod Village 2

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

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)? 2
Operations (Rooming, outdoor pursuit programmes, support)? 2
Preview visit to the centre? N/A

SECTION 2: Arrivals

General Welcome: 1 Fire Drill: 2 - practice may have been useful
Room Allocation: 2 - maybe allocate at pods Introductory Talk: 4 - inconsistent information

SECTION 3: Centre Facilities:

Pupil Accommodation: 2 Teacher Accommodation: 2
Washing & Toilet Facilities: 2 Cleanliness / Hygiene: 3
The Grounds: 3 - some paths could be improved Catering: 1

Were there any accommodation problems? window frosting on toilet blocks?

Standard of cleanliness / tidiness? (teacher & pupil) a mid-week teacher toilet clean

Standard of Furnishing? ---

SECTION 4: Meals

Were the meals of an adequate standard? Yes

Was there enough to eat? Yes

Was the food served promptly? Yes

Were all dietary requirements catered for? Yes

How do you rate the packed lunches? N/A

Any other comments? Catering team met with us to discuss dietary req. Very helpful.

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?
Helpful: 2 Professional: 2 multiple groups with 1 instructor.

Which Instructors were motivating / clear / enthusiastic?
Good checks on individuals eg medication and safety. Jenny and Jack on the water. Scott and Lewis.

How do you rate the outdoor pursuits? 2

Aeroball and Team games 3

How do you rate the outdoor pursuit equipment? 2

What were your pupil's favourite outdoor pursuits? Water activities
abseil + climb Survival + Blind trail

Are there any new outdoor pursuits you would like Manor Adventure to offer? No extra cost for High ropes and other activities.

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

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *Wide range of activities Great experience at Pods*

Which aspect of your stay was least enjoyed? *Dissapointing to not the hill walk (understandably)*

How do you rate the overall product on a value for money basis? *2*

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? *See comments throughout form*

Where did you hear of Manor Adventure? *Previous visit*

What were the reasons for choosing Manor Adventure? *Location ideal and previous good experience*

Which centre did you visit last year? *Lockerbie Manor*

What other visits does your school organise? *N/A*

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