

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

SCHOOL: ..... TY LEADER: .....  
CENTRE: LOCKERBIE MANOR DATES: 2ND-5TH MAY  
NAME OF ACCOMMODATION: POD VILLAGE (1)

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)

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

update to reflect changes & improve tour to allow parents & pupils to view pods & 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)? (2)

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: 2 Teacher Accommodation: 2

Washing & Toilet Facilities: 2 Cleanliness / Hygiene: 1

The Grounds: 1 Catering: 2

Were there any accommodation problems? NO

Standard of cleanliness / tidiness? (teacher & pupil) Very good on arrival

Standard of Furnishing? Basic and meets requirements - could do with modernising

### SECTION 4: Meals

Were the meals of an adequate standard? Yes - Breakfast - very good. Would have been good to have teacher vegan menu in advance.

Was there enough to eat? Yes

Was the food served promptly? Yes

Were all dietary requirements catered for? usually but this was not consistent at every meal. Increased options available.

How do you rate the packed lunches? N/A

Any other comments? Good choice.

Menu issued in advance was not always what was provided in advance.

### SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: 2 Professional: 2

Which Instructors were motivating / clear / enthusiastic?

Jenny, Scott, Nash, Adam, Ben

How do you rate the outdoor pursuits? great selection

How do you rate the outdoor pursuit equipment? crates need replacing, not equipment for larger groups, bikes not available

What were your pupil's favourite outdoor pursuits? high ropes, SUP, abseiling and crate stacking

Are there any new outdoor pursuits you would like Manor Adventure to offer? Quad bikes Giant Swing, Camp Fire with games & activities

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

Reduce <sup>size</sup> of groups to allow children to have more "shots" e.g. zipwire, abseiling, climbing, aeroball. More instructors to put equipment on to allow maximum activity time

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *range of activities including free time, meals*

Which aspect of your stay was least enjoyed? *wait time to get started on an activity due to ~~bad~~ size of group*  
DISCO has to be an organised activity like every other.

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

Will you be considering a further visit with Manor Adventure? *Yes already booked for May 2024*

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

*Some instructors do not reinforce 3 layers rule which needs to be consistent. Some instructors had limited interaction with our staff and pupils.*

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

What were the reasons for choosing Manor Adventure? *Previous experience, pupil feedback, Close locality*

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

What other visits does your school organise? *Day visits to local attractions e.g. museum, park, Science Centre etc.*

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? *Many of our local schools already come to you already*

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