

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 Manor DATES: 1st - 5th May
NAME OF ACCOMMODATION: House B4 - B10

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?

How did you rate our pre-visit administration?

Customer Services (Bookings, payments, support)? Excellent 1

Operations (Rooming, outdoor pursuit programmes, support)? Excellent 1

Preview visit to the centre? N/A

SECTION 2: Arrivals

General Welcome: 1 Fire Drill: 2

Room Allocation: 2 Introductory Talk: 2

SECTION 3: Centre Facilities:

Pupil Accommodation: 3 Teacher Accommodation: 2

Washing & Toilet Facilities: 2 Cleanliness / Hygiene: 3

The Grounds: 2 Catering: 1

Were there any accommodation problems? - No blinds in B04

Standard of cleanliness / tidiness? (teacher & pupil) 4 - Corridor at rooms not been cleaned

Standard of Furnishing? very tired, duct tape on carpets. Bunk beds wobbly

SECTION 4: Meals

Were the meals of an adequate standard? Yes - although chn's portions could be bigger especially if only choosing one item.

Was there enough to eat? See above

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? Schools should be made aware that they need to supervise their chn at salad bar + desert - We didn't have enough due to other schools taking more than one

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: 1 Professional: 1

Which Instructors were motivating / clear / enthusiastic?

Scott, Jack, Lewis^{x2}, Talia, Nick

How do you rate the outdoor pursuits? 1

* Archery - new/more boards required Fencing - Only 5 swords

How do you rate the outdoor pursuit equipment? 1

What were your pupil's favourite outdoor pursuits? High Ropes, Paddle Boarding, Aeroball, Abseil, Zip Wire, Blind Trail

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?

- A refresh of the building/house
- An opportunity during free time for a couple of instructors to support chn to mix and play games

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *High energy activities, the opportunity for the 2 groups to do some activities together.*
Which aspect of your stay was least enjoyed?

How do you rate the overall product on a value for money basis? *Very 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?
*Activities, instructors great
Feel that the Manor House looks tired and in need of a freshen up.*

Where did you hear of Manor Adventure? *Been on previous stays*

What were the reasons for choosing Manor Adventure? *-Locality, activities offered, support offered from booking*

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

What other visits does your school organise? *Educational day visits*

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