

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: 1 .....  
CENTRE: Lockerbie Manor ..... DATES: 8/5/23 - 12/5/23 .....  
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?

The website is informative 😊 .....

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)? .. Fantastic ed .....

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

Preview visit to the centre? N/A .....

### SECTION 2: Arrivals

General Welcome: Excellent ..... Fire Drill: N/A .....

Room Allocation: Excellent ..... Introductory Talk: Excellent .....

### SECTION 3: Centre Facilities:

Pupil Accommodation: Excellent ..... Teacher Accommodation: Excellent .....

Washing & Toilet Facilities: Very good ..... Cleanliness / Hygiene: Very good .....

The Grounds: Excellent ..... Catering: Excellent .....

Were there any accommodation problems? None - everything was good .....

Standard of cleanliness / tidiness? (teacher & pupil) All pods were clean on arrival + bins emptied throughout .....

Standard of Furnishing? Beds were comfortable, there were chairs available and we had everything we needed .....

### SECTION 4: Meals

Were the meals of an adequate standard? Yes - all meals .....

Were very good. Covered all tastes/preferences .....

Was there enough to eat? Yes! Seconds were often offered .....

Was the food served promptly? Yes - all of the food was served quickly .....

Were all dietary requirements catered for? Yes - we had a variety of dietary requirements + allergies and all were catered for .....

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

Any other comments? N/A .....

### SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: Very ..... Professional: Very .....

Which Instructors were motivating / clear / enthusiastic?

All of the instructors were brilliant - Scott, Jenny, Amy, Nash, Tara, Ben x 2, Rachel were very popular .....

How do you rate the outdoor pursuits? Brilliant - the activities were enjoyable, challenging and fun! .....

How do you rate the outdoor pursuit equipment? Very good - suitable for each task .....

What were your pupil's favourite outdoor pursuits? Water activities, zip line and climbing wall .....

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

~~None~~ .....

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

We recommend not having water sports before and after a meal time. Better WIFI .....

**SECTION 6: Overall Assessment**

Which aspect of your stay was most enjoyed? *Overall, the staff and children enjoyed the full week.*

Which aspect of your stay was least enjoyed? *Nothing.*

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

Will you be considering a further visit with Manor Adventure? *Absolutely, yes!*

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

*The activities, accommodation, meals, instructors and facilities were all excellent! We had trouble accessing the wifi which made keeping in contact hard.*

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

What were the reasons for choosing Manor Adventure? *Children in our school have visited for a number of years and have always enjoyed.*

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

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

**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