

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: 15 - 17 May '23
NAME OF ACCOMMODATION: Lockerbie

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?
Regular updates perhaps video diary from children?

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)? 1

Preview visit to the centre? N/A

SECTION 2: Arrivals

General Welcome: 1 Fire Drill: 1

Room Allocation: 1 Introductory Talk: 1

SECTION 3: Centre Facilities:

Pupil Accommodation: 1 Teacher Accommodation: 2

Washing & Toilet Facilities: 1 Cleanliness / Hygiene: 3

The Grounds: 1 Catering: 1

Were there any accommodation problems? N/A

Standard of cleanliness / tidiness? (teacher & pupil) Centre is

looking tired in places

Standard of Furnishing? Good

SECTION 4: Meals

Were the meals of an adequate standard? Yes, meals were
all of a good standard.

Was there enough to eat? plenty. Good portion sizes

Was the food served promptly? like clock-work!

Were all dietary requirements catered for? Yes

How do you rate the packed lunches? N/A

Any other comments?

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: 1 Professional: 1

Which Instructors were motivating / clear / enthusiastic?

How do you rate the outdoor pursuits? Good range of activities,
well planned and delivered. 1

How do you rate the outdoor pursuit equipment? 1

What were your pupil's favourite outdoor pursuits? Water activities
were a clear winner

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

Not sure, perhaps an optias list here
would be useful

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? *Activity and breakfast*

Which aspect of your stay was least enjoyed? *The wifi is frankly ridiculous.*

How do you rate the overall product on a value for money basis? *Over the years we have reduced from full weeks to half week so as not to over burden our families*

Will you be considering a further visit with Manor Adventure? *We do have provisional dates in - the wifi is a huge issue for me to consider*

Have you any further general comments which you feel would be useful to us? *I can't express the impact that the wifi has enough. The expectation I have are for my staff to be able to access school e-mail and updates while regularly during their stay this is near impossible as a result of a poorly procured system unfit for modern working demands. It really lets the experience down. This needs focus and investment rapidly.*

Where did you hear of Manor Adventure? *Impossible as a result of a poorly procured system unfit for modern working demands. It really lets the experience down. This needs focus and investment rapidly.*

What were the reasons for choosing Manor Adventure? *Impossible as a result of a poorly procured system unfit for modern working demands. It really lets the experience down. This needs focus and investment rapidly.*

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? *Fix the wifi and I will think about endorsing this.*

Name: Name:
Address: Address:



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manor adventure

COURSE REPORT FORM

For



Culmington Manor, England



Lockerbie Manor, Scotland



Abernant Lake Hotel, Wales

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