

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: 15TH-17TH MAY
NAME OF ACCOMMODATION: PODS

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? 2

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

MAKE IT EASIER TO NAVIGATE

If you had a visit from one of our School Journey Advisors:

Did he provide a fair description of our centre and product? YES

How professional was the Presentation Evening? 1

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: 1

Washing & Toilet Facilities: 2 Cleanliness / Hygiene: 1

The Grounds: 1 Catering: 2

Were there any accommodation problems?

CABIN 13 LOCK WAS REPAIRED QUICKLY

Standard of cleanliness / tidiness? (teacher & pupil) 1

Standard of Furnishing? 2

SECTION 4: Meals

Were the meals of an adequate standard? 3

Was there enough to eat? PORTIONS WERE SUBSTANTIAL

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? WHOLEMEAL TOAST, ~~OR~~ FRESH ORANGE JUICE AT BREAKFAST

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: 1 Professional: 1

Which Instructors were motivating / clear / enthusiastic?

NASH - V. GOOD WITH THE KIDS, PATIENT

MORGAN - V. SUPPORTIVE WITH PUPILS ON OBSTACLE COURSE

How do you rate the outdoor pursuits? 1

How do you rate the outdoor pursuit equipment? 1

What were your pupil's favourite outdoor pursuits? OBSTACLE COURSE, WATER ACTIVITIES

Are there any new outdoor pursuits you would like Manor Adventure to offer? NO

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

A WIDE RANGE WAS AVAILABLE

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? THE POD VILLAGE

Which aspect of your stay was least enjoyed? THE CLIMBING - GREAT ACTIVITY JUST LOTS OF WAITING FOR PUPUS

How do you rate the overall product on a value for money basis? GOOD VALUE

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?

IT WOULD BE GOOD IF THE WIFI EXTENDED OUT TO THE POD VILLAGE + WAS STRONGER. TO ALSO HAVE A SECOND SET OF KEYS FOR THE PODS. WASHING LINE TO DRY CLOTHES IN THE SUN.

Where did you hear of Manor Adventure?

What were the reasons for choosing Manor Adventure? POOR EXPERIENCE AT ANOTHER OUTDOOR CENTRE

Which centre did you visit last year? ARDENTINNY

What other visits does your school organise?

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