

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: 12-14 MAY 2023
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? N/A

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

N/A

If you had a visit from one of our School Journey Advisors: Online discussion in previous years

Did he provide a fair description of our centre and product? 2nd trip

How professional was the Presentation Evening?

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: 1 Cleanliness / Hygiene: 1

The Grounds: 1 Catering: 1

Were there any accommodation problems? NO

Standard of cleanliness / tidiness? (teacher & pupil) Very clean

Standard of Furnishing? Good

SECTION 4: Meals

Were the meals of an adequate standard? Yes

Was there enough to eat? Definitely!

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? —

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: 1 Professional: 1

Which Instructors were motivating / clear / enthusiastic?

Ben, Tara, Tommy

How do you rate the outdoor pursuits? Pretty much all activities were fantastic.

Exception here archery. Pupils could not be successful due to appalling equipment, this resulted in them getting bored and requesting to sit out.

How do you rate the outdoor pursuit equipment? Overall brilliant.

Archery equipment is not fit for use - no rests in bows, strings on bows frayed, broken bows. One group could not hit the target at all and gave up.

What were your pupil's favourite outdoor pursuits? High ropes, canoeing,

kyochoing

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

3G swing

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

Provide sports equipment for field or inform schools to bring own.

We loved ~~the~~ having time to play but they did get bored on long sops despite us bringing some equipment.

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *Activities - mainly water - and staying in the pods. We love having our own village/space.*

Which aspect of your stay was least enjoyed? *Archery session*

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

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?

This is the second year in a row that the pool archery equipment has ruined the session. Despite being reassured this would be addressed, the equipment is worse. Instructors are trying their best with what they have.

Where did you hear of Manor Adventure? *2nd visit*

What were the reasons for choosing Manor Adventure? *The Lake!*

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

What other visits does your school organise? *Dukehouse Wood, London, camping*

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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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