

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: 1-3rd Sept 2023
NAME OF ACCOMMODATION: Lockerbie Manor

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

How could we improve our website, www.manoradventure.com? 1

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

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

How professional was the Presentation Evening? -

How did you rate our pre-visit administration? 1

Customer Services (Bookings, payments, support)? 1

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

Preview visit to the centre? -

SECTION 2: Arrivals

General Welcome: 1 Fire Drill: 1

Room Allocation: 1 Introductory Talk: 1

SECTION 3: Centre Facilities

Pupil Accommodation: 3 Teacher Accommodation: 1

Washing & Toilet Facilities: 1 Cleanliness / Hygiene: 1

The Grounds: 1

Were there any accommodation problems? Rooms a little tired, bunk beds noisy/slightly unstable, Rooms hot and some difficulty with windows

Standard of cleanliness / tidiness? (teacher & pupil) 1 - Always very clean, just the tiredness of the carpets that get it down.

Standard of Furnishing? 1

SECTION 4: Catering / Meals

Were the meals of an adequate standard? 1

Was there enough to eat? 1 Yes

Was the food served promptly? 1 Yes

Were all dietary requirements catered for? 1 Yes

How do you rate the packed lunches? -

Any other comments? Some difficulty with meal times due to the other group at the centre. Some options running out if you were last in. (Whilst our group adhered to the meal times specified, the other group in the centre did not, and this made managing our group / checking register very tricky).

SECTION 5: Centre Staff & Outdoor Pursuits

Did the Head of Centre / Chief Instructor make themselves known to you during your visit?

Yes

How do you rate the Centre Staff / Instructors?

Helpful: 1 Yes Professional: 1 Yes

Were the Instructors motivating / clear / enthusiastic? 1 Very

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? Canoe / Kayak, High ropes

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

Zorbing, Giant Swing

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? *The beauty of the estate*

Which aspect of your stay was least enjoyed? *Difficulty at bed time with the other*

group staying. Guides weren't given a bed time and were running around screaming at 2am. Our pupils were v. upset they couldn't sleep.
How do you rate the overall product on a value for money basis?

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?

Although bedtime is at the groups discretion there should be a cut off point of 11pm if there are 2 schools. Upstairs should also be considered a quiet zone at night. As guides were singing outside our rooms after we went to bed.

Where did you hear of Manor Adventure? *Guides unsupervised at bedtime*

What were the reasons for choosing Manor Adventure? *Lots of successful previous trips*

Which centre did you visit last year? *—*

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?

Already suggested and booked.

Name: Name:

Address: Address:

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Head office: Culmington Manor, Craven Arms, Shropshire SY7 9BY
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manor adventure

COURSE REPORT FORM

for

Culmington Manor, Shropshire

Lockerbie Manor, Scotland

Abernant Lake Hotel, Wales

Willersley Castle, Peak District

Norfolk Lakes, Norwich

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



Have you considered our French Centres



Le Château du Broutel



Le Château de Warsy

