

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: 11.9.23 - 15.9.23
NAME OF ACCOMMODATION: B. FLOOR

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? N/A

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)? 2

Operations (Rooming, outdoor pursuit programmes, support)? 2

Preview visit to the centre? N/A

SECTION 2: Arrivals

General Welcome: 2 Fire Drill: 2

Room Allocation: 2 Introductory Talk: 2

SECTION 3: Centre Facilities

Pupil Accommodation 3 Teacher Accommodation: 2

Washing & Toilet Facilities: 2 Cleanliness / Hygiene: 3

The Grounds:

Were there any accommodation problems? No

Standard of cleanliness / tidiness? (teacher & pupil) 3 - cleaning team work really

hard, but B. floor beginning to look shabby

Standard of Furnishing? Children's bed's quite squeaky

SECTION 4: Catering / Meals

Were the meals of an adequate standard? Yes

Was there enough to eat? Yes

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

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

How do you rate the Centre Staff / Instructors?

Helpful: Yes Professional: Yes - especially senior staff

Were the Instructors motivating / clear / enthusiastic? Yes - motivating, good rapport with
* children, some less clear on instructions (relied on school staff to clarify/support)

How do you rate the outdoor pursuits? 3 - some excellent, but depended on the
enthusiasm/input from the instructors

How do you rate the outdoor pursuit equipment? 3 - not enough fencing kits (and
one broke during the session!)

What were your pupil's favourite outdoor pursuits? High ropes, air search, vltex, crate
stacking

Are there any new outdoor pursuits you would like Manor Adventure to offer? return of
obstacle course

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

* Rachel & Tommy were particularly good (even though we only had them for one session each, A good balance of enthusiasm & professionalism, very supportive).

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *Trying out new activities and overcoming their fears / achieving targets.*

Which aspect of your stay was least enjoyed? *Standard of instructors is usually very high - this year has been more mixed (especially with new staff).*

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?

Where did you hear of Manor Adventure? *N/A*

What were the reasons for choosing Manor Adventure? *Good experience in past years.*

Which centre did you visit last year? *Lockerbie*

What other visits does your school organise? *N/A*

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:



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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

