

We constantly strive to improve our high standards. Your comments are very important to us and will be assessed by our management team.

SCHOOL: [REDACTED] PARTY LEADER: [REDACTED]

CENTRE: LOCKERBIE MANOR DATES: 23rd - 26th APRIL 2019

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? YES

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)? EXCELLENT

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

Preview visit to the centre? N/A

SECTION 2: Arrivals

General Welcome: EXCELLENT Fire Drill: EXCELLENT

Room Allocation: EXCELLENT Introductory Talk: EXCELLENT

SECTION 3: Centre Facilities:

Pupil Accommodation: GOOD Teacher Accommodation: GOOD

Washing & Toilet Facilities: VERY GOOD Cleanliness / Hygiene: VERY GOOD

The Grounds: VERY GOOD Catering: EXCELLENT

Were there any accommodation problems? MATTRESS IN ROOM 23

NOT FIT FOR PURPOSE - SWAPPED WITH ROOM 24

Standard of cleanliness / tidiness? (teacher & pupil) ~~VERY GOOD~~ EXCELLENT

Standard of Furnishing? MIRRORS WOULD BE GOOD IN

STAFF PODS

SECTION 4: Meals

Were the meals of an adequate standard? EXCELLENT CHOICE FOR EVERYONE. SERVICE WAS FIRST CLASS - THANK YOU!

Was there enough to eat? ABSOLUTELY!

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 (EXCELLENT) Professional: 1 (EXCELLENT)

Which Instructors were motivating / clear / enthusiastic?

CALLUM CONN, TOM, SIMON, OWEN, BIG SCOTT, LITTLE SCOTT

MONTANA (THESE ARE THE NAMES WE REMEMBER - ALL STAFF WERE GREAT WITH THE CHILDREN)

How do you rate the outdoor pursuits? EXCELLENT

How do you rate the outdoor pursuit equipment? EXCELLENT

What were your pupil's favourite outdoor pursuits? ABSEILING, RIFLES,

HIGH ROPES & ZIP WIRE

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

N/A

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

N/A

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? THE CHILDREN ENJOVED THE WHOLE EXPERIENCE OFFERED AT MANOR ADVENTURE.

Which aspect of your stay was least enjoyed? BREAKFAST WAS A LITTLE EARLY FOR THE CHILDREN.

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

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? A SPINNER IN THE DRYING ROOM

Where did you hear of Manor Adventure? WORD OF MOUTH

What were the reasons for choosing Manor Adventure? THIRD RETURN VISIT

Which centre did you visit last year? MANOR ADVENTURE

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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WIC 22 APR 19

manor adventure

COURSE REPORT FORM

PLEASE COMPLETE AND RETURN TO RECEPTION BY 10 AM ON DEPARTURE DAY



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