

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: 25-27th Feb 2019
NAME OF ACCOMMODATION: Manor House (A)

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?

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

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

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?

SECTION 2: Arrivals

General Welcome: 2 Fire Drill: 4 - Other schools rushing back to manor made it dangerous

Room Allocation: 3 - Too spread out Introductory Talk: 2

SECTION 3: Centre Facilities:

Pupil Accommodation: 2 Teacher Accommodation: 1/2 A15++

Washing & Toilet Facilities: 3 - Could do with more showers of 8 Cleanliness / Hygiene: 2 Handwash in all rooms would make it a 1

The Grounds: 1 Catering: 3 - maybe more choice @ dinner - Staff have been great making sandwiches etc.

Were there any accommodation problems? 2 - Minor but dealt with well

Standard of cleanliness / tidiness? (teacher & pupil) 2

Standard of Furnishing? 2 - Some very squeaky beds but generally good

SECTION 4: Meals

Were the meals of an adequate standard? Yes - breakfast + lunch
great, dinner choices a bit limited, but staff very helpful

Was there enough to eat? Yes fussy for eaters

Was the food served promptly? Yes

Were all dietary requirements catered for? Almost all - No veg tomato free, but veg: sausages made up straight away

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: 2 Professional: 2 - Generally - some excellent some less experienced

Which Instructors were motivating / clear / enthusiastic?
Generally yes

How do you rate the outdoor pursuits? Some activities take a long time to start - limited slots at some activities

How do you rate the outdoor pursuit equipment? Tents not great for camp craft - all others good

What were your pupil's favourite outdoor pursuits? Zip wire, Abseil, Water (canoe + kayak)

Are there any new outdoor pursuits you would like Manor Adventure to offer?
Capture the flag type wide games

Do you have any suggestions on how we could improve our product or outdoor pursuits?
Any way to get more children active at the same time (eg zip latrine etc)

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *Facilities great + site is great*

Which aspect of your stay was least enjoyed?

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? *Teacher recommendation*

What were the reasons for choosing Manor Adventure? *Range of activities + value for money*

Which centre did you visit last year? *Low Post*

What other visits does your school organise? *P7 residential to Kingsmanor*

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

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