

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: 18-22nd February
NAME OF ACCOMMODATION: Manor House

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?

We used the presentation for parent info evening. It was effective. If anything it could possibly be personalised to each centre.
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)? 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? N/A - 2 locks were faulty/broken but dealt with immediately.

Standard of cleanliness / tidiness? (teacher & pupil) 1

Standard of Furnishing? 1

SECTION 4: Meals

Were the meals of an adequate standard? Yes - good selection and portions. ~~At~~ at an excellent standard.

Was there enough to eat? Early dinner resulted in hungry pupils later on, toast would be good for supper. We had late dinner sitting one night - limited portions & ran out of desert. (Thurs night).
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? Loved soup & roll option on Tuesday this was the lunch which seemed to suit most pupils

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: 1 Professional: 1

Which Instructors were motivating / clear / enthusiastic?

Montanna Connah Craig Pip
Chris Thom Adam

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? Abseiling, High Ropes, Stand up Paddle board, Obstacle Course.

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?

Only negative feedback from pupils was that they only had 1 shot on zipwire however they still loved the

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *Outdoor Pursuits*

Which aspect of your stay was least enjoyed? *Locating clothing in the dry room*

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

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?

Abseiling - Instructor at the top therefore nobody supervising pupils at the bottom if teacher does not attend the pursuit or if teacher is at the top taking part.

Where did you hear of Manor Adventure? *Previous visits*

What were the reasons for choosing Manor Adventure? *the range of activities on offer*

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

What other visits does your school organise? *No other residentials*

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 18 FEB 2019

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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