

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: 4-6th February

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

Did you find the brochure accurate and informative? yes

How could we improve our website, www.manoradventure.com?
I think it has everything on it that a school would like information on.

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

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?

Customer Services (Bookings, payments, support)?

Operations (Rooming, outdoor pursuit programmes, support)?

Preview visit to the centre?

SECTION 2: Arrivals

General Welcome: very good Fire Drill: very good, quick + smooth

Room Allocation: very good Introductory Talk: very good

SECTION 3: Centre Facilities:

Pupil Accommodation: very good Teacher Accommodation: very good

Washing & Toilet Facilities: very good Cleanliness / Hygiene: very good

The Grounds: very good Catering: very good

Were there any accommodation problems? Just from a staff point of view, we would have preferred to have been closer together for practical reasons.

Standard of cleanliness / tidiness? (teacher & pupil) very good

Standard of Furnishing? fine

SECTION 4: Meals

Were the meals of an adequate standard? As usual, some of our pupils struggled to find anything they liked but the majority ate well!
Was there enough to eat? plenty to eat

Was the food served promptly? yes

Were all dietary requirements catered for? one night the kitchen put on chips for a couple of pupils who felt no meal options were suitable for them, so thank you
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

Which Instructors were motivating / clear / enthusiastic?
Scott and Craig were both very motivating and positive and took time to get to know the kids

How do you rate the outdoor pursuits? 2

How do you rate the outdoor pursuit equipment? 2

What were your pupil's favourite outdoor pursuits? Zip wire, Abseiling and Obstacle

Are there any new outdoor pursuits you would like Manor Adventure to offer?
A gorge walk / day-time hike

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 outdoor pursuits and relationship with instructors*

* Which aspect of your stay was least enjoyed? *Night walk - we would recommend a large group of us be split into 2 to make it easier to hear / do 'circle' activity etc*

How do you rate the overall product on a value for money basis? *it was hard to hear instructors, even teachers due to the size of the group*

Will you be considering a further visit with Manor Adventure? *most probably!*

Have you any further general comments which you feel would be useful to us?

n/a

Where did you hear of Manor Adventure? *previous trips*

What were the reasons for choosing Manor Adventure? *previous experience and prior knowledge of activity centre helps with organise trip*

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

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:

* Our school offered sincere apologies for our pupils' behaviour at Night Walk - **manor adventure** not to condone it, to avoid in future, it would have avoided clashes.

WIC 4 FEB 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