

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 DATES: 22/2/19 - 24/2/19

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?
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)? 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: 3 Pupil mattresses were "solid" shower had good pressure. Teacher Accommodation: 2 Comfort of beds could be better

Washing & Toilet Facilities: Pressure washing Cleanliness / Hygiene: Chef was very accomodating and made a fussy ppt a different meal

The Grounds: Well maintained Catering: 1

Were there any accommodation problems? NO

Standard of cleanliness / tidiness? (teacher & pupil) Rooms were tidy. Some pupils said their rooms were dusty & bathrooms not very clean. Staff rooms were clean.

Standard of Furnishing?

SECTION 4: Meals

Were the meals of an adequate standard? Yes - Dinner & breakfast were both very good.

Was there enough to eat? Yes - Always a good portion. Size and left overs as we were the only school.

Was the food served promptly? Usually

Were all dietary requirements catered for? Yes

How do you rate the packed lunches? N/A

Any other comments? Kitchen staff were very friendly and accomodating.

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: 1 Professional: 1

Which Instructors were motivating / clear / enthusiastic?

Chris and Scott M were fantastic with pupils. Craig was very helpful when pupil hurt their leg. Pupils also responded well to Stephen.

How do you rate the outdoor pursuits? Good and enjoyable.

How do you rate the outdoor pursuit equipment? Good. For archery they could do with some new arrows.

What were your pupil's favourite outdoor pursuits? Abseiling + Rifles + Archery (most pupils enjoyed all activities)

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

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

The Manor NEEDS more entertainment for pupils at night. E.g. pool table, TV room, Games for indoor.

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *Activities*

Which aspect of your stay was least enjoyed? *Sleeping - Uncomfortable*

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

Will you be considering a further visit with Manor Adventure? *Yes - next Feb*

Have you any further general comments which you feel would be useful to us?
One main reason I like Lockerbie Manor is because teaching staff are not required on all activities, especially

Where did you hear of Manor Adventure? *Used previously*

What were the reasons for choosing Manor Adventure? *Parents enjoyed the trip the year before. Food has previously been good and all activities on site.*

Which centre did you visit last year? *Lockerbie*

What other visits does your school organise? *Numerous residential and abroad trips.*

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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W/C 18 FEB 2019

manor adventure

COURSE REPORT FORM

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



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 de Warsy & Le Château du Broutel

