

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: 13<sup>th</sup> - 15<sup>th</sup> FEBRUARY 2019  
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? 1  
How could we improve our website, www.manoradventure.com?  
1 - All necessary info available & easily accessible

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? School has been previously so no need.

### 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? Heater broken, but was fixed promptly.  
Standard of cleanliness / tidiness? (teacher & pupil) 1  
Standard of Furnishing? 1

### SECTION 4: Meals

Were the meals of an adequate standard? 1 - fab food, great variety on offer and delicious!  
Was there enough to eat? 1 - some had seconds and even thirds!  
Was the food served promptly? 1  
Were all dietary requirements catered for? 1 - Staff member is gluten free and was given lots of choice.  
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 Professional: 1  
Which Instructors were motivating / clear / enthusiastic?  
2 - Stephen, Scott D., Lewis & Anthony were all fab - interacted well with the pupils and were funny!  
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? Fencing (I enjoyed using the 'swords':). Obstacle (I liked getting muddy!).  
Are there any new outdoor pursuits you would like Manor Adventure to offer?  
Lots of choice  
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? *Watching the pupils from all 3 of our partnership schools mixing & forming new friendships!*

Which aspect of your stay was least enjoyed? *Nothing - it has been a great experience.*

How do you rate the overall product on a value for money basis? *1 - everything we required available and more!*

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

Have you any further general comments which you feel would be useful to us? *Wonderful experience for all of the pupils and staff - thank you!*

Where did you hear of Manor Adventure? *Been previously.*

What were the reasons for choosing Manor Adventure? *Location, we are from near Stranvaer, and the activities on offer.*

Which centre did you visit last year? *Stronord, nr. Newton Stewart.*

What other visits does your school organise? *3 year rotation of Lockerbie Manor, Gartlingwark & Stronord, as we bring all P5, 6 + 7 pupils.*

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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WIC 11 FEB 2019

# manor adventure

## COURSE REPORT FORM

For



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