

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: 11.2.19 - 13.2.19

NAME OF ACCOMMODATION: Manor B Floor

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?
Website is very good, found everything required.

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)? N/A

Operations (Rooming, outdoor pursuit programmes, support)? N/A

Preview visit to the centre? N/A

SECTION 2: Arrivals

General Welcome: 1 Fire Drill: 2

Room Allocation: 1 Introductory Talk: 1

SECTION 3: Centre Facilities:

Pupil Accommodation: 2 Teacher Accommodation: 1

Washing & Toilet Facilities: 1 Cleanliness / Hygiene: 1

The Grounds: 1 Catering: 1

Were there any accommodation problems? WD40 your beds now and again, slightly squeaky

Standard of cleanliness / tidiness? (teacher & pupil) can't fault this, very clean all round

Standard of Furnishing? A mirror on the wall in ~~the~~ some of staff accommodation near a plug.

SECTION 4: Meals

Were the meals of an adequate standard? 1 - quote "My mother doesn't feed me as well as this." Miss Dooley

Was there enough to eat? Yes, absolutely! Stuffed!

Was the food served promptly? Always, great organisation so ch² get served quickly.

Were all dietary requirements catered for? Yes, all ch² with allergies were fed well plus those "fussy" eaters were pandered to by your catering staff.

How do you rate the packed lunches? N/A

Any other comments? Compliments to all your catering staff - fantastic food and service.

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: 1 Professional: 1

Which Instructors were motivating / clear / enthusiastic?

Adam, Connah, Chris, Stephen, Calum

How do you rate the outdoor pursuits? 1/2

How do you rate the outdoor pursuit equipment? 2

What were your pupil's favourite outdoor pursuits? zipwire, rifles, archery, abseiling

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

For the Bargain Special Price we feel we get a very good selection.

Do you have any suggestions on how we could improve our product or outdoor pursuits?
het staff bring dogs (only joking!)

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *The variety of outdoor activities was enjoyed by the majority.*

Which aspect of your stay was least enjoyed? *Disco but some of our kids are "quirky"*

How do you rate the overall product on a value for money basis? *1 - Excellent value for money.*

Will you be considering a further visit with Manor Adventure? *Yes, we usually come every 2nd year*

Have you any further general comments which you feel would be useful to us? *Thanks for a great stay ~ will look forward to returning.*

Where did you hear of Manor Adventure? *Regular visitors - every two years.*

What were the reasons for choosing Manor Adventure? *Visited previously and it is fairly close (1hr journey) and we like it!*

Which centre did you visit last year? *N/A*

What other visits does your school organise? *Usual day trips but no other residential.*

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: *N/A* Name: *N/A*

Address: Address:

manor adventure

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W/C 11 FEB 2019

manor adventure

* CLUSTER *

COURSE REPORT FORM

For



Culmington Manor, England



Lockerbie Manor, Scotland



Abernant Lake Hotel, Wales

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