

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: 15th - 17th July 19
NAME OF ACCOMMODATION: Pod Village 2

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?

Some clearer images of shower blocks for the pod village

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? No

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

Standard of Furnishing? 1

SECTION 4: Meals

Were the meals of an adequate standard? 1

Was there enough to eat? 1

Was the food served promptly? 1 however I think further work with other schools to understand things ^{for food} would help.

Were all dietary requirements catered for? 1

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?

Jordan Montana Chris Emma Scott M Callum
Adam Matt

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? Zip Wire Abseiling
Obstacle Course

Are there any new outdoor pursuits you would like Manor Adventure to offer?
No

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

~~the~~ You offer a great package however due to school budget (we subsidise the trip) and parents unable to pay the balance we are reluctant to subsidise

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed?

The activities and sleeping in the pods

Which aspect of your stay was least enjoyed?

The food (but that is due to fussy eaters nothing you can do about that)

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

The budget pack we chose is good value for money but is becoming harder for us to afford it.

Will you be considering a further visit with Manor Adventure?

Hopefully in the future but not in 19/20.

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

Just what I have previously mentioned around the cost.

Where did you hear of Manor Adventure? *Torb Hill*

What were the reasons for choosing Manor Adventure?

We have been before.

Which centre did you visit last year? *Lockerbie*

What other visits does your school organise? *Residentials - one overnight at Beaulieu.*

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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NIC 15 JULY 2019

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