

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: 8-10 July 2019

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 1

How could we improve our website, www.manoradventure.com?
-

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

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: Excellent 1 Fire Drill: Excellent 1

Room Allocation: Excellent 1 Introductory Talk: Excellent 1

SECTION 3: Centre Facilities:

Pupil Accommodation: Excellent 1 Teacher Accommodation: Excellent 1

Washing & Toilet Facilities: Excellent 1 Cleanliness / Hygiene: Excellent 1

The Grounds: Fabulous 1 Catering: Great 1

Were there any accommodation problems? None - quick response

When we called cars lights went out 1

Standard of cleanliness / tidiness? (teacher & pupil) Very high

loved the clean teachers facilities 1

Standard of Furnishing? Very high - teacher rooms great, 1

SECTION 4: Meals

Were the meals of an adequate standard? Yes 1

Was there enough to eat? Yes - more than 1

Was the food served promptly? Yes 1

Were all dietary requirements catered for? Yes 1

How do you rate the packed lunches? Perfect lunchtime - didn't have packed lunches 1

Any other comments? Very high quality, excellent + friendly service. Very obliging cooks willing to cater to needs. 1

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: 5/5 - 1 Professional: 5/5 - 1

Which Instructors were motivating / clear / enthusiastic?

All of them - couldn't choose

How do you rate the outdoor pursuits? Excellent Great to offer an experience we can't offer in school 1

How do you rate the outdoor pursuit equipment? Excellent 1

What were your pupil's favourite outdoor pursuits? Abseiling, canoe / kayak

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

Night time camp fire / toasting marshmallows?

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? *As head teacher, always with an eye on safeguarding this is the most important. I mostly enjoyed knowing children could experience freedom*
Which aspect of your stay was least enjoyed? *but also be safe*

The Rain! - Nothing you can do about that! ☹

How do you rate the overall product on a value for money basis? *10/10*
Excellent value for money

Will you be considering a further visit with Manor Adventure?
Yes - We came last year and will come next year provided costs are good.

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

Sorting out the truck stop took a long time. Next time I'd do this on first night not morning of 2nd day.

Where did you hear of Manor Adventure? *Used last year*

What were the reasons for choosing Manor Adventure? *Close to home but far enough away to be an 'adventure'*

Wanted children to develop resilience, independence + character

Which centre did you visit last year? *Lockerbie*

What other visits does your school organise? *Day visits to regions in North East England*

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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WIC 8 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