

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: 15 July - 19 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? VERY GOOD

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

NONE - THE PROMO VIDEO IS US 😊

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)? VERY GOOD

Operations (Rooming, outdoor pursuit programmes, support)? VERY GOOD

Preview visit to the centre? N/A - PREVIOUS VISITORS.

### SECTION 2: Arrivals

General Welcome: VERY GOOD Fire Drill: VERY GOOD

Room Allocation: VERY GOOD Introductory Talk: VERY GOOD

### SECTION 3: Centre Facilities:

Pupil Accommodation: VERY GOOD Teacher Accommodation: EXCELLENT

Washing & Toilet Facilities: EXCELLENT Cleanliness / Hygiene: EXCELLENT

The Grounds: EXCELLENT Catering: EXCELLENT

Were there any accommodation problems? ONE LIGHT BULB MISSING IN  
TEACHER ROOM ; SOME SIDE BLINDS MISSING IN PODS

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

Standard of Furnishing? EXCELLENT

### SECTION 4: Meals

Were the meals of an adequate standard? YES - VERY CHILD FRIENDLY,  
CATERING STAFF COULDN'T BE MORE ACCOMODATING

Was there enough to eat? DEFINITELY.

Was the food served promptly? YES - IT IS FRUSTRATING WHEN  
OTHER SCHOOLS AREN'T PROMPT OR ARE INCONSIDERATE IN THE DINING HALL  
(NOT YOUR PROBLEM)

Were all dietary requirements catered for? YES

How do you rate the packed lunches? NOT APPLICABLE

Any other comments? N/A

### SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: EXCELLENT Professional: EXCELLENT

Which Instructors were motivating / clear / enthusiastic?

CHRIS ; THOM ; ADAM (INSTRUCTOR) ; JOE ; POTT ;  
BRIAN ; MONTANNA ; SCOTT D ; SCOTT M ; EMMA ; MATT

How do you rate the outdoor pursuits? EXCELLENT

How do you rate the outdoor pursuit equipment? EXCELLENT - REALLY  
WELL MAINTAINED

What were your pupil's favourite outdoor pursuits? ALL DIFFERENT, ITS  
REALLY GREAT THAT THEY CAN ALL ENJOY SOMETHING

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

GIANT SWING ; WATER ZORBING ; OUTDOOR LAZER QUEST ;  
BEDCAME

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

MAKE ORIENTEERING MORE ENGAGING



SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? WATCHING THE CHILDREN MEETING CHALLENGES AND BREAKFAST

Which aspect of your stay was least enjoyed? WARM DRINKS BETWEEN COLD EVENTS FOR THE CHILDREN EG HOT CHOCOLATE

How do you rate the overall product on a value for money basis? AT JUST UNDER £400 (INC TRANSPORT) - EXCELLENT V.F.M BUT ABOVE £1000 WILL BECOME HARD TO SELL TO OUR PARENTS.

Will you be considering a further visit with Manor Adventure? YES - ALREADY PROVISIONALLY BOOKED.

Have you any further general comments which you feel would be useful to us? LOYALTY BONUS FOR RETURNING CUSTOMERS - NEXT YEAR WILL BE OUR 15TH YEAR. WE LOVE THIS CENTRE AND ARE VERY GRATEFUL FOR THE SERVICE WE GET

Where did you hear of Manor Adventure? PREVIOUS VISITORS

What were the reasons for choosing Manor Adventure? PREVIOUS EXCELLENT EXPERIENCES AT MANOR ADVENTURE, LOCKERBIE.

Which centre did you visit last year? LOCKERBIE

What other visits does your school organise? LONDON; THE CAKES; KINGSWOOD; ICELAND; L.A; NEW YORK; ROME; AUSTRIA (SKIING); INDIA; LESOTHO; LOURDES (ALGERIMMOR)

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:

Done previously



Head office: Culmington Manor, Craven Arms, Shropshire, SY7 9BY Telephone: 01584 861333 Fax: 01584 861367 www.manoradventure.com

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