

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: 26-28 June

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? Yes

How could we improve our website, www.manoradventure.com?
Show photographs of rooms

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

Did he provide a fair description of our centre and product? Yes

How professional was the Presentation Evening? Very 1

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? 1

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? Some of the blinds had missing slats meaning many of them didn't provide the privacy needed.

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

Standard of Furnishing? 1

SECTION 4: Meals

Were the meals of an adequate standard? 1 Lovely

Was there enough to eat? Yes, plenty

Was the food served promptly? Yes

Were all dietary requirements catered for? Yes, superbly

How do you rate the packed lunches? N/A

Any other comments? Lovely food, catering staff + beautiful dining room (ballroom)

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: 1 Professional: 1

Which Instructors were motivating / clear / enthusiastic?

All of them

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? Kayaking, zip wire and abseiling. Many enjoyed the obstacle course too

Are there any new outdoor pursuits you would like Manor Adventure to offer?
Grant swing would be good

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

It would be nice if there was the availability of a warm drink for those children who would like one, prior to bedtime

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *Everything - we have all had a fabulous time*

Which aspect of your stay was least enjoyed?

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

Bargain specials and the children were a bit disappointed to miss out on both the robes + mountain-biking.
Will you be considering a further visit with Manor Adventure? *Yes*

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

We would perhaps have liked to have had an alternative to these which were a bit more exciting

Where did you hear of Manor Adventure? *Internet Search for Outdoor Centres*

What were the reasons for choosing Manor Adventure? *Price + facilities*

Which centre did you visit last year? *Ford Castle*

What other visits does your school organise? *Kingswood for Year 5. We have always previously used Robin Wood for our Year 6 pupils but it became too expensive*

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 24 JUNE 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