

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: 28<sup>th</sup> - 30<sup>th</sup> June

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?  
include info on risk assessments, access facilities etc.

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, activity programmes, support)? 1  
I'd love it all to be online - it would streamline the process!

**SECTION 2: Arrivals**

General Welcome: 1 Fire Drill: 1  
Room Allocation: 1 Introductory Talk: 1

**SECTION 3: Centre Facilities:**

Pupil Accommodation: 2 <sup>2 blinds in pods</sup> Teacher Accommodation: 1  
Washing & Toilet Facilities: 1 Cleanliness / Hygiene: 1  
The Grounds: 1 Catering: 1  
Were there any accommodation problems? missing blinds in pods  
Standard of Cleanliness / tidiness? (teacher & pupil) 1  
Standard of Furnishing? 2

**SECTION 4: Meals**

Were the meals of an adequate standard? Yes  
Was there enough to eat? Yes  
Was the food served promptly? Yes  
Were all dietary requirements catered for? Yes  
How do you rate the packed lunches? N/A  
Any other comments? All staff very friendly.

**SECTION 5: Centre Staff & Activities**

How do you rate the Centre Staff / Instructors?  
Helpful: 1 Professional: 1

Which Instructors were motivating / clear / enthusiastic?  
Adam, Chris, Scott were highlighted by the kids, but all were brilliant, engaging + professional

How do you rate the activities? 1  
How do you rate the activity equipment? 1, but archery maps need updating / refreshing.  
What were your pupil's favourite activities? Archery, SUP

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

Do you have any suggestions on how we could improve our product or activities?  
Our children do a lot of camps, so challenge is important for them. Be able to specify that kids who "experienced" would help.



NIC 24 JUNE



# manor adventure

## SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *Water based.*

Which aspect of your stay was least enjoyed? *Putting on wet clothes!*

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

Will you be considering a further visit with Manor Adventure? *Yes - would pre-book now for next year!*

Have you any further general comments which you feel would be useful to us?  
*Staff are all brilliant - that experience is essential.*

Where did you hear of Manor Adventure? *Plan my school trip.com + word*

What were the reasons for choosing Manor Adventure? *Activities, location, water*

Which centre did you visit last year? *Camping residential on an estate in Cumbria.*

What other visits does your school organise? *Camps for every year group + Leavers program.*

## SECTION 7

Do you know of any other schools or colleagues who may be interested in visiting any of our centres? *Will pass on any information.*

Name: ..... Name: .....

Address: ..... Address: .....

PLEASE COMPLETE AND RETURN TO RECEPTION BY 10 AM ON DEPARTURE DAY

## COURSE REPORT FORM

Culmington Manor  
Abernant Lake Hotel  
Lockerbie Manor

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*

**manor adventure**