We constantly strive to improve our high standards. Your comments are very important to us and will be assessed by our management team.

SCHOOL: ███████ PARTY LEADER: ███████

CENTRE: Lockerbie Manor DATES: 14 - 16th June 2019

NAME OF ACCOMMODATION: Lockerbie Manor, Scotland

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?
Can't comment - not been on it.

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

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

How professional was the Presentation Evening? ... NA

How did you rate our pre-visit administration?

Customer Services (Bookings, payments, support)? ... NA

Operations (Rooming, outdoor pursuit programmes, support)? ... NA

Preview visit to the centre? ... NA

SECTION 2: Arrivals

General Welcome: 1 Fire Drill: 1

Room Allocation: 1 Introductory Talk: 1

SECTION 3: Centre Facilities:

children would like to store their stuff somewhere (boxes under bed?)

Pupil Accommodation: 2 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? Beds (bunks) are a bit creaky 2

SECTION 4: Meals

Were the meals of an adequate standard? 1

Was there enough to eat? 1

Was the food served promptly? 1

Were all dietary requirements catered for? 1

How do you rate the packed lunches? No packed lunches

Any other comments? Loved hash browns, and lamb was delicious Fantastic breakfasts!

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: 1 Professional: 1

Which Instructors were motivating / clear / enthusiastic?
James, Steven, Connor, Scott x 2, Montana, Cat, Joe, Sam - all really good!

How do you rate the outdoor pursuits? 10/10 fantastic fun

How do you rate the outdoor pursuit equipment? Children felt safe - very goood - 1

What were your pupil's favourite outdoor pursuits? Canoe, Kayak, high ropes, abseiling, climbing wall

Are there any new outdoor pursuits you would like Manor Adventure to offer?
Quad-biking? 2nd Zip-wire over lake?

Do you have any suggestions on how we could improve our product or outdoor pursuits?
Play area in the forest for when the children have free time.

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? All the activities and the fact that we were the only school here!

Which aspect of your stay was least enjoyed? The mud because it has been so wet!

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

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? Thoroughly enjoyed visit - Keep doing what you're doing! Thanks for an enjoyable weekend!

Where did you hear of Manor Adventure? Been before

What were the reasons for choosing Manor Adventure? We have been before and the children really enjoyed it

Which centre did you visit last year? Lockerbie Manor

What other visits does your school organise? Geography trip to Cranedale for Year 5

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

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

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manor adventure

COURSE REPORT FORM

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

Culmington Manor, England

Lockerbie Manor, Scotland

Aberhant Lake Hotel, Wales

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