

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: 18th - 22nd March
NAME OF ACCOMMODATION: 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 (2)

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

Some photos wouldn't load

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)? (2)

Operations (Rooming, outdoor pursuit programmes, support)? (2)

Preview visit to the centre? N/A

SECTION 2: Arrivals

General Welcome: (3) Fire Drill: (3)

Room Allocation: (3) Introductory Talk: (3)

SECTION 3: Centre Facilities:

Pupil Accommodation: (2) Teacher Accommodation: (1) - loved having a TV!

Washing & Toilet Facilities: (2) Cleanliness / Hygiene: (3)

The Grounds: (2) Catering: 4 - more vegetarian options Possibly soup everyday for lunch

Were there any accommodation problems?

A few of the bathrooms the water wasn't draining away properly / quickly enough

Standard of cleanliness / tidiness? (teacher & pupil) (3)

Standard of Furnishing? (3)

SECTION 4: Meals

Were the meals of an adequate standard? Yes Children generally found something to eat

Was there enough to eat? Yes

Was the food served promptly? Yes

Were all dietary requirements catered for? Yes More veg options - sometimes limited

How do you rate the packed lunches? N/A

Any other comments?

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: 1 Professional: 1

Which Instructors were motivating / clear / enthusiastic?

Simon, Joe very motivating Simon very clear with instructions Adam had a good manner with the children Kat v enthusiastic

How do you rate the outdoor pursuits?

1 - all children enjoyed the activities

How do you rate the outdoor pursuit equipment?

2

What were your pupil's favourite outdoor pursuits?

Scavenger hunt, Blind Trail, Obstacle Course

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

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? *Outdoor activities*

Which aspect of your stay was least enjoyed? *Food*

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

Good value

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?

*The kids loved their experience here at Manor Lockerbie
Thank you to all the instructors for working
with them & making it great fun*

Where did you hear of Manor Adventure? *Other schools*

What were the reasons for choosing Manor Adventure?

*Location, activity choice, previous
experience*

Which centre did you visit last year? *Dalguise*

What other visits does your school organise?

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 18 MARCH 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