

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: 11/3/19 - 15/3/19

NAME OF ACCOMMODATION: MANOR HOUSE FLOOR - B

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?
It was fine.

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

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

How professional was the Presentation Evening?

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

SECTION 2: Arrivals

General Welcome: 1 Fire Drill: 1 MUCH MORE EFFECTIVE THAN IN PREVIOUS YEARS

Room Allocation: 1 [OUR FAVOURITE ROOMS] Introductory Talk: 1

SECTION 3: Centre Facilities:

Pupil Accommodation: 1 Teacher Accommodation: 1

Washing & Toilet Facilities: 1 Cleanliness / Hygiene: 2

The Grounds: 2 SOME PATHS NEED A LITTLE TLC Catering: 2

Were there any accommodation problems? It would have been better to know in advance that new mattresses need sheets

Standard of cleanliness / tidiness? (teacher & pupil) Good to have soap dispensers now in the rooms Bin bags were not in all rooms

Standard of Furnishing? A few bunk beds squeaky and some blinds needing new slats

SECTION 4: Meals

Were the meals of an adequate standard? Very tasty! Good choice and staff were helpful in accommodating fussy children.

Was there enough to eat? Plenty :)

Was the food served promptly? Yes - only one problem when another school arrived late then remained in hall too long.

Were all dietary requirements catered for? Very clear labelling on board.

How do you rate the packed lunches? n/a

Any other comments? Helpful, friendly staff Tidy up queues moved quicker in previous years when a member of staff helped to clean trays.

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: 1 Professional: 1

Which Instructors were motivating / clear / enthusiastic?

Scott M, Elns, Cat

How do you rate the outdoor pursuits? 1 Great variety

How do you rate the outdoor pursuit equipment? 1 Up to date
Children cold on raft building as no yellow jackets

What were your pupil's favourite outdoor pursuits?

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

High Ropes and Zip Wire

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

Maybe an option of movie night / popcorn instead of disco.

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *Our children's enjoyment when participating in activities, sleeping soundly & eating well.*

Which aspect of your stay was least enjoyed? *It was all good!*

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

Good value but challenging for some of our parents.

Will you be considering a further visit with Manor Adventure?

Yes we have booked for next year.

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

Difficult to fill kettles at room sinks. Good that there are new racks in drying/boot room. New folder layout with staff pictures is excellent. Recycling facilities for cans & paper.

Where did you hear of Manor Adventure? *Returning group*

What were the reasons for choosing Manor Adventure? *Variety of activities, convenient location and several years of good experiences at this centre.*

Which centre did you visit last year? *Lockerbie*

What other visits does your school organise? *local day trips relating to curriculum areas.*

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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W/C 11 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