

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: 7TH - 10TH MAY  
NAME OF ACCOMMODATION: MAIN 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? DONT HAVE BROCHURE  
How could we improve our website, www.manoradventure.com?  
ALL UP TO UPDATE  
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)? EXCELLENT 1

Operations (Rooming, outdoor pursuit programmes, support)? EXCELLENT 1

Preview visit to the centre? N/A

### SECTION 2: Arrivals

General Welcome: 1 Fire Drill: 1

Room Allocation: 1 Introductory Talk: 1

### SECTION 3: Centre Facilities:

Pupil Accommodation: 3 NO STORAGE Teacher Accommodation: 1

Washing & Toilet Facilities: 1 Cleanliness / Hygiene: 1

The Grounds: 1 Catering: 1

Were there any accommodation problems? LACK OF STORAGE IN

PUPILS ROOMS ROOM A B DOOR WOULDNT LOCK ON FINAL NIGHT

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

Standard of Furnishing? 3 - STORAGE

### 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?

### SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors? Luke and James (?) very accommodating during Thursday evening absencing supporting pupil with additional needs

Helpful: 1 Professional: 1

Which Instructors were motivating / clear / enthusiastic? CARRAN, THEM, SCOTT D, SCOTT M, JOE

CAT CARRAN supported pupil on bike v well

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? CRAM SLACKING

ZIP WIRE, WATER ACTIVITIES, HIGH ROPES

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

GORGE WALKING

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

NA

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *generally all - activities*

Which aspect of your stay was least enjoyed? *nothing*

How do you rate the overall product on a value for money basis? *very good, although is expensive compared to other centres*

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?

Where did you hear of Manor Adventure? *previous stays*

What were the reasons for choosing Manor Adventure? *previous stays*

Which centre did you visit last year? *Lockerbie Manor*

What other visits does your school organise? *day trips*

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 6 MAY 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