

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: 13th - 15th MAY 2019

NAME OF ACCOMMODATION: LOCKERBIE 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? 3

How could we improve our website, www.manoradventure.com?
- add description of arrival procedures & tuck-shop information.

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

Did he provide a fair description of our centre and product? 2

How professional was the Presentation Evening? 1

How did you rate our pre-visit administration?

Customer Services (Bookings, payments, support)? 1

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

Preview visit to the centre?

SECTION 2: Arrivals

General Welcome: 4 Fire Drill: 3

Room Allocation: 3 Introductory Talk: 4

SECTION 3: Centre Facilities:

Pupil Accommodation: 2 (for some rooms) Teacher Accommodation: 1
5 - for rooms with windows which wouldn't open.

Washing & Toilet Facilities: 2 Cleanliness / Hygiene: 1

The Grounds: 1 Catering: 1

Were there any accommodation problems? Windows couldn't be opened in a couple of rooms: No snibs on two rooms.

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

Standard of Furnishing? 1

SECTION 4: Meals

Were the meals of an adequate standard? 1 - Excellent service & variety.

Was there enough to eat? 1 - MORE THAN ENOUGH.

Was the food served promptly? 2 - Quite promptly given the size of our group and only two staff serving.

Were all dietary requirements catered for? 1 - Very well catered for.

How do you rate the packed lunches? N/A

Any other comments? Thanks to all the staff for the lovely food and care and attention given to those with special dietary needs.

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: 2 Professional: 2

Which Instructors were motivating / clear / enthusiastic?

Connan + Calum + Chris - motivating and gave clear instructions to the children.

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? Canoe & Kayaking.

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?

- The cycling took quite a bit of time before starting.

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed?

Activities & food

Which aspect of your stay was least enjoyed?

Introductory could have been better for the children - perhaps having out the children together. (Difficult to hear - due to lower money)

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

3-

Will you be considering a further visit with Manor Adventure?

Yes we'll definitely consider.

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

- At the start of activities, sometimes there were too many groups being given directions at the same time - so difficult for children to hear properly. Only some instructions asked about medication.

Where did you hear of Manor Adventure?

Online & word of mouth.

What were the reasons for choosing Manor Adventure?

- Good reputation & Quality accommodation & variety of activities.

Which centre did you visit last year?

What other visits does your school organise?

- Galloway
- Nethybridge

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:

Address:

manor adventure

Head office: Culmington Manor, Craven Arms, Shropshire, SY7 9BY
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W/C 13 MAY 2019

manor adventure

COURSE REPORT FORM

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



Culmington Manor, England



Lockerbie Manor, Scotland



Abernant 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