

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: 21/10/19 - 25/10/19

NAME OF ACCOMMODATION: MANOR B-FLOOR

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?  
N/A

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)? (1)

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

Preview visit to the centre? N/A

**SECTION 2: Arrivals**

General Welcome (2) <sup>ON TIME, GREETED US PROFESSIONALLY</sup> Fire Drill: (1)

Room Allocation: (1) Introductory Talk: (2)

**SECTION 3: Centre Facilities:**

Pupil Accommodation: (2) Teacher Accommodation: (2) <sup>MIRACK IN ROOM AND BIN IN BATHROOM WOULD BE GOOD</sup>

Washing & Toilet Facilities: (1) Cleanliness / Hygiene: (1)

The Grounds: (1) Catering: (1) <sup>LOVELY FOOD, THANK YOU</sup>

Were there any accommodation problems? NO

Standard of cleanliness / tidiness? (teacher & pupil) NO

Standard of Furnishing? IT WOULD BE MORE COMFORTABLE FOR PUPILS TO HAVE A FITTED SHEET ON TOP OF MATTRESS.

**SECTION 4: Meals**

Were the meals of an adequate standard? Yes, lovely food, kids have enjoyed food too!

Was there enough to eat? Yes

Was the food served promptly? Yes, always on time and served efficiently.

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?

Helpful: 2 Professional: 2

Which Instructors were motivating / clear / enthusiastic?

SCOTT D., CONNAH, JACK, NATALIE, MATT, JOE

How do you rate the outdoor pursuits? Very good, good variety of activities.

How do you rate the outdoor pursuit equipment? All good, in ~~is~~ good condition. Fencing equipment needs cleaned though.

What were your pupil's favourite outdoor pursuits? archery, zip wire, blind trail, rifles, disco, hill walk, Jacob's ladder, abseiling

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? <sup>on one day</sup> We were with the same instructor for 4 out of 5 sessions, it would be better to mix it up as some instructors aren't as enthusiastic/enthusiastic.

**SECTION 6: Overall Assessment**

Which aspect of your stay was most enjoyed? *The activities!*

Which aspect of your stay was least enjoyed? *different kids preferred different activities.*

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?

Where did you hear of Manor Adventure? *School has been before.*

What were the reasons for choosing Manor Adventure? *Location, activities, price.*

Which centre did you visit last year? *This one.*

What other visits does your school organise? *Wiston Lodge visit.*

**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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# 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