

We constantly strive to improve our high standards. Your comments are very important to us and will be assessed by our management team.

PARTY LEADER: [REDACTED]  
CENTRE: LOCKERBIE DATES: 7th - 11th October 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? Yes-very

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

This is very good, particularly for showing parents.

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

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? Been before

### SECTION 2: Arrivals

General Welcome: Excellent Fire Drill: Good

Room Allocation: Excellent Introductory Talk: Excellent

### SECTION 3: Centre Facilities:

Pupil Accommodation: Good Teacher Accommodation: Very Good

Washing & Toilet Facilities: Good Cleanliness / Hygiene: Excellent

The Grounds: Excellent Catering: Excellent

Were there any accommodation problems? At times there was a bad drain smell in some of the bathrooms

Standard of cleanliness / tidiness? (teacher & pupil) Very good - super clean, particularly in the best room - it must be hard to keep on top of this!

Standard of Furnishing? Very good

### SECTION 4: Meals

Were the meals of an adequate standard? Yes - we are all going home heavier than when we came!

Was there enough to eat? Yes - just a couple of times there were no deserts left at tea time.

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? Staff serving were always friendly + willing to answer questions or help.

### SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: Excellent Professional: Excellent

Joe Which Instructors were motivating / clear / enthusiastic?  
Cormac, Scott M., Montanay, Chris, Adam (Senior I), Cat, (I) Jack, Matt, Owen, Simon - but all were super with us (Group 2 loved Stephen's fencing class)

How do you rate the outdoor pursuits? Fantastic, we have loved everything. All activities are well organised

How do you rate the outdoor pursuit equipment? Excellent - everything makes you feel safe

What were your pupil's favourite outdoor pursuits? Very hard to say, we really have enjoyed it all. My favourite is the Night walk.

Are there any new outdoor pursuits you would like Manor Adventure to offer? No - but how about a yoga workshop? Or outdoor yoga?

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

No

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *The activities, the chance to be together in a different scenario.*

Which aspect of your stay was least enjoyed? *Nothing to say here.*

How do you rate the overall product on a value for money basis? *Excellent - parents are pleased with this.*

Will you be considering a further visit with Manor Adventure? *Yes - we alternate between here and Chateau du Broutel*

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

① *It would have been nicer if we had been met outside, on arrival.* ② *The pupils' shower rooms could do with hooks for towels + access to a mop + bucket would have helped us keep the pupil shower rooms tidy.*

Where did you hear of Manor Adventure? *Years ago through a visit to school*

What were the reasons for choosing Manor Adventure? *I was impressed by value for money, standard of accommodation and choice of activities.*

Which centre did you visit last year? *Chateau du Broutel*

What other visits does your school organise? *Day trips in line with our curriculum.*

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? *I've already given your details over at my Headteacher*

Name: ..... Name: ..... *cluster.*  
Address: ..... Address: ..... *C X*

**manor adventure**

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# manor adventure

## COURSE REPORT FORM

For



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