

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: Locherbie Manor DATES: Mon 2nd Sept - Fri 6th Sept
NAME OF ACCOMMODATION: Locherbie 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? ① Very informative

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

① We use the clips at our parents' evening.

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 As always high quality and excellent service

Operations (Rooming, outdoor pursuit programmes, support)? ① Incredibly well organised

Preview visit to the centre? ① Very informative

SECTION 2: Arrivals

General Welcome: ① Fire Drill: ①

Room Allocation: ① Introductory Talk: ①

SECTION 3: Centre Facilities:

Pupil Accommodation: ① Great accommodation Teacher Accommodation: ① Having stayed at many other residential this is one of the best for teacher accom.

Washing & Toilet Facilities: ① Cleanliness / Hygiene: ①

The Grounds: ① Catering: ① Catering team excelled this year with some challenges

Were there any accommodation problems? ①

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

very friendly staff

Standard of Furnishing? ②

SECTION 4: Meals

Were the meals of an adequate standard? ① Very high quality and met all requirements we had

Was there enough to eat? ① More than enough

Was the food served promptly? ① Very well organised

Were all dietary requirements catered for? ① Staff really went over and above this year.

How do you rate the packed lunches? N/A

Any other comments? We had significant dietary requirements that were all met with professionalism and ease.

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: ① Professional: ①

Which Instructors were motivating / clear / enthusiastic?

Chris (Snr Instructor), Calum, Cat, Montana, Adam, Travis.

How do you rate the outdoor pursuits? ① Excellent. We enjoyed Jacqui's Ladder replacing High Ropes

How do you rate the outdoor pursuit equipment? ① New harnesses were great.

What were your pupil's favourite outdoor pursuits? Watersports, Abseiling, Hillwalk

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?

We felt that you could tell all pursuits are evaluated and updated to keep it engaging - keep up

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? ① The ethos and friendly/helpful approach of all staff

Which aspect of your stay was least enjoyed? Nothing - the weather but not much you could do about it.

How do you rate the overall product on a value for money basis? ① Very good

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?

* The drying room can be a bit small for a group of our size, especially when there is a continuous spell of rain and all clothes are wet.

Where did you hear of Manor Adventure? Existing supplier for school

What were the reasons for choosing Manor Adventure? Proven to be an excellent experience in previous years

Which centre did you visit last year? Lockerbie Manor

What other visits does your school organise? Only this PT residential.

* The recovering of the walkway at high ropes was great as this area can be slippery

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 2 SEP 2019

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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