

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: *02.08.19 -> 06.08.19*

NAME OF ACCOMMODATION: *Pod Village 1*

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* Fire Drill: *2* (*The fire drill point is dark & muddy*)

Room Allocation: *1* Introductory Talk: *3*

SECTION 3: Centre Facilities:

Pupil Accommodation: *1* Teacher Accommodation: *2* (*inconsistent furnishing*)

Washing & Toilet Facilities: *1* Cleanliness / Hygiene: *2*

The Grounds: *1* Catering: *1+*

Were there any accommodation problems? *Heaters missing in two*

teacher pods!

Standard of cleanliness / tidiness? (teacher & pupil) *Great - well*

maintained!

Standard of Furnishing? *Perfect!*

SECTION 4: Meals

Were the meals of an adequate standard? *Definitely - lots of choice and friendly staff.*

Was there enough to eat? *Always plenty.*

Was the food served promptly? *Yes.*

Were all dietary requirements catered for? *N/A*

How do you rate the packed lunches? *Very good!*

Any other comments? *Salad / pasta bar - excellent*

Thanks for offering seconds!

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: *2* Professional: *2*

Which Instructors were motivating / clear / enthusiastic?

Cat, Scott M, Scott D, Adam (alpha bravo), Joe, Ben, Chris, Stephen, Montana & Lewis

How do you rate the outdoor pursuits? *Excellent!*

How do you rate the outdoor pursuit equipment? *Great - helmets can be a bit 'hurry' at times!*

What were your pupil's favourite outdoor pursuits? *paddle boarding, zip wire, crate stacking, High all aboard, canoeing, 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?

*- Some instructors utilised the time on session much better than others.
- Some instructors lack enthusiasm with child*

SECTION 6: Overall Assessment

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

Which aspect of your stay was least enjoyed? */*

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

Will you be considering a further visit with Manor Adventure? *We are booked!*

Have you any further general comments which you feel would be useful to us?
Despite the weather- the children have loved their stay! Many thanks to Gillian at reception who always goes above & beyond.

Where did you hear of Manor Adventure? *Come every year.*

What were the reasons for choosing Manor Adventure? *As above.*

Which centre did you visit last year? *As above.*

What other visits does your school organise? *N/A*

SECTION 7

Many thanks for another fantastic stay- can't wait to see you all again next year!

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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WIC 2 SEPT 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