

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 DATES: 18th - 20th Feb 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? Unseen

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

Unknown

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

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)? Unknown

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

Preview visit to the centre? N/A

SECTION 2: Arrivals

General Welcome: 2 Fire Drill: 1

Room Allocation: 1 Introductory Talk: 1

SECTION 3: Centre Facilities:

Pupil Accommodation: 1 Teacher Accommodation: 1

Washing & Toilet Facilities: 1 Cleanliness / Hygiene: 2

The Grounds: 2 Catering: 3

Were there any accommodation problems? No

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

Standard of Furnishing? Good

SECTION 4: Meals

Were the meals of an adequate standard? Yes. Chn didn't like the fish. Thought chicken absurd/quiche strange

Was there enough to eat? Things often not replenished. U tuna pasta at lunch.

Was the food served promptly? Yes

Were all dietary requirements catered for? Yes

How do you rate the packed lunches? Rolls at lunch - good standard.

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?

Montanna, Scott D, Scott M very good. Scott D particularly helpful at zipwire when I had an accident

How do you rate the outdoor pursuits?

Very good on the whole.

How do you rate the outdoor pursuit equipment? Safety equipment did the job.

What were your pupil's favourite outdoor pursuits? Blind trail and rock climbing.

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?

Give chn examples. ie do the zip wire/rock climbing. Lots of technical language used by Lilke at the zip wire which the majority of chn didn't

understand - could have been better explained.

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? Majority of activities
Thanks to Scott + Montanna here.

Which aspect of your stay was least enjoyed? Zip wire - chn enjoyed
the zip wire but not the 'decent' procedure.

How do you rate the overall product on a value for money basis? Fair. Lots packed
in but still a lot for a 2 night stay.

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?

Montanna great with chn who were
scared to give things a go - still made to
feel valued.

Where did you hear of Manor Adventure? Previous visits.

What were the reasons for choosing Manor Adventure?
Unknown.

Which centre did you visit last year? Arden tunny (2017)

What other visits does your school organise?
Unknown.

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:



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WIC 18 FEB 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