

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: 15<sup>th</sup> - 17<sup>th</sup> July 2019

NAME OF ACCOMMODATION: .....

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](http://www.manoradventure.com)?

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

Did he provide a fair description of our centre and product? 1

How professional was the Presentation Evening? 1

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? 1

### SECTION 2: Arrivals

General Welcome: 1 Fire Drill: 1

Room Allocation: 1 Introductory Talk: 1

### SECTION 3: Centre Facilities:

Pupil Accommodation: ..... Teacher Accommodation: 1

Washing & Toilet Facilities: 3 Cleanliness / Hygiene: 1

The Grounds: 1 Catering: 1

Were there any accommodation problems? The showers were either not working or no hot water.

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

Standard of Furnishing? Children would like drawers in their room don't like living out of a suitcase.

### SECTION 4: Meals

Were the meals of an adequate standard? 1

Was there enough to eat? 1

Was the food served promptly? 1

Were all dietary requirements catered for? 1

How do you rate the packed lunches? N/A

Any other comments? Really impressed with how you cater for children with dietary needs. Bananas were removed from the dining hall as we had a child who really doesn't like them.

### 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, Matthew, Scott M, Adam, Jordan, Simon, Thom, Joe

How do you rate the outdoor pursuits? 1

How do you rate the outdoor pursuit equipment? 1

What were your pupil's favourite outdoor pursuits? Kayak, canoe, rifles,

Are there any new outdoor pursuits you would like Manor Adventure to offer?

obstacle course

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

Keep doing what you are already doing



SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *food, activities + the organisation of everything*

Which aspect of your stay was least enjoyed? *heat of the rooms difficult to sleep*

How do you rate the overall product on a value for money basis? *yes*

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? *Allendale Primary School*

What were the reasons for choosing Manor Adventure? *We were looking for a residential place to take the children*

Which centre did you visit last year? *Kielder*

What other visits does your school organise? *Just day trips, this is the only residential visit we do on a yearly basis*

SECTION 7 *Don't know but I would recommend you.*

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 15 JULY 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