

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: 28.6.19

NAME OF ACCOMMODATION: 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)

How could we improve our website, www.manoradventure.com?
No suggestions

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: (1) 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: (1)

The Grounds: (1) Catering: (1)

Were there any accommodation problems? Carpet on B corridor

Needs replacing. Taped, but child tripped and sprained wrist. Required First Aid treatment.

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

Standard of Furnishing? (1)

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? Catering staff very friendly and accomodating. Always a smile to greet us.

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors? Inconsistent approach to other. Guidance on rules differed for various sessions.
Helpful: (2) Professional: (2)

Which Instructors were motivating / clear / enthusiastic?

Forgot name, however instructor who took group 8 for obstacle course was motivating.

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? water sports, abseiling, obstacle course.

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

Possible longer zip wire, more choice for 3 day visit.

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

See above

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *all aspects*

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

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

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?

Possible outdoor equipment on the large field when children have free time, eg balls, skipping ropes, large draughts, connect 4 etc

Where did you hear of Manor Adventure? *previous visits*

What were the reasons for choosing Manor Adventure? *All activities available on site, safe environment, More mirrors in rooms, really awkward when getting ready*

Which centre did you visit last year? *Lockerbie Manor*

What other visits does your school organise? *Robin Wood*

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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WIC 24 JUNE 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