

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: 24/6/19 - 28/6/19

NAME OF ACCOMMODATION: Manor House

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? Yes

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

\* 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)?

Operations (Rooming, outdoor pursuit programmes, support)?

Preview visit to the centre?

**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? NO

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

Standard of Furnishing? fantastic

**SECTION 4: Meals**

Were the meals of an adequate standard? yes

Was there enough to eat? yes, thank you

Was the food served promptly? yes

Were all dietary requirements catered for? yes

How do you rate the packed lunches? N/A

Any other comments? Great food lots of options for fussy eaters. Happy to make sandwiches.

**SECTION 5: Centre Staff & Outdoor Pursuits**

How do you rate the Centre Staff / Instructors?

Helpful: 1 Professional: 1

Which Instructors were motivating / clear / enthusiastic?

Yes, all instructors were great. Good all the children involved. lots of encouragement.

How do you rate the outdoor pursuits? Fantastic (1)

How do you rate the outdoor pursuit equipment? Fantastic (1)

What were your pupil's favourite outdoor pursuits? Water activities, Zip line, highropes

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

Zip line over the pond

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

Visual prompts eg - Two hands on rope (climbing)

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *All activities*

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

How do you rate the overall product on a value for money basis? *2*

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?

*Some waiting time games for those who want to play*

Where did you hear of Manor Adventure? *Been before*

What were the reasons for choosing Manor Adventure? *Recommended*

Which centre did you visit last year? *Winnarleigh Hall*

What other visits does your school organise? *Educational visits*

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