

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: *Lockiebie Manor* DATES: *29/4/19 - 1/5/19*

NAME OF ACCOMMODATION: *Main 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? *N/A*

How could we improve our website, www.manoradventure.com?
Haven't used it / looked at it.

If you had a visit from one of our School Journey Advisors: *N/A*

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)? *Excellent*

Operations (Rooming, outdoor pursuit programmes, support)? *Excellent*

Preview visit to the centre? *Exactly what was needed, really reassuring.*

SECTION 2: Arrivals

General Welcome: *Excellent* Fire Drill: *Clear & efficient*

Room Allocation: *Great 😊* Introductory Talk: *Excellent*

SECTION 3: Centre Facilities:

Pupil Accommodation: *Good* Teacher Accommodation: *Excellent*

Washing & Toilet Facilities: *Excellent* Cleanliness / Hygiene: *Very good*

The Grounds: *Beautiful* Catering: *Great.*

Were there any accommodation problems? *Entry pad on room A8 is temperamental*

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

Standard of Furnishing? *Better than anything we've had before.*

SECTION 4: Meals

Were the meals of an adequate standard? *Definitely*

Was there enough to eat? *Yes*

Was the food served promptly? *Yes*

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

How do you rate the packed lunches? *N/A*

Any other comments? *Good range of choices - something for everyone.*

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: *Excellent* Professional: *Excellent*

Which Instructors were motivating / clear / enthusiastic? *All but in particular - Stephen, Lewis, Calum, James, Thom, Joe, Scott M, Montanna*

How do you rate the outdoor pursuits? *Excellent*

How do you rate the outdoor pursuit equipment? *Excellent Well maintained, clean (apart from the hole in Duncan's kayak, hee hee)*

What were your pupil's favourite outdoor pursuits? *Each child has mentioned something different. The water activities were a particular favourite*

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

Do you have any suggestions on how we could improve our product or outdoor pursuits?
Keep it up! The centre runs like a well oiled machine if it 'aint broken don't fix it.

Gillian has been great, very accommodating

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *The outdoor activities.*
Which aspect of your stay was least enjoyed? *Getting the girls to go to sleep!*
How do you rate the overall product on a value for money basis? *Excellent value*

Will you be considering a further visit with Manor Adventure? *Absolutely*

Have you any further general comments which you feel would be useful to us?
Your instructors are such an asset. Friendly, professional, knowledgeable, excellent manner with the children, patient kind, good sense of humour. This was a stay for all 3 adults and we are blown away by what we and our children have experienced.

Where did you hear of Manor Adventure? *Our school has used Lockerbie Manor before.*
What were the reasons for choosing Manor Adventure?
Prior use, facilities, location, reputation.

Which centre did you visit last year? *Lockerbie Manor*
What other visits does your school organise? *None*

All staff were consistent in their expectations from the children regarding safety, behaviour and clothing. We all felt that as accompanying the children's activities allowed the children to be confident and gain more from their experience. Thank you for organising us.

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 29 APR 19

manor adventure

COURSE REPORT FORM

PLEASE COMPLETE AND RETURN TO RECEPTION BY 10 AM ON DEPARTURE DAY



Culmington Manor, England

Thank you so very much for taking such good care of us all I hope to be back next year. Sharon :)



Lockerbie Manor, Scotland

Thanks for a great couple of days. Brilliant. Brilliant. Brilliant. D.J. O'K.



Abernant Lake Hotel, Wales

Thank you for an amazing trip to Lockerbie Manor. The kids have had a ball as have I!! I hope I can return next year. Kerry :)

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