

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: 8.3.19  
NAME OF ACCOMMODATION: Manor Adventure

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?  
.....

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: 4 - being split to other sides of the building as we have limited staff members  
Introductory Talk: ..... 1

### SECTION 3: Centre Facilities:

Pupil Accommodation: 2 - radiators were cold  
Teacher Accommodation: ..... 1

Washing & Toilet Facilities: ..... 1 Cleanliness / Hygiene: ..... 1

The Grounds: ..... 1 Catering: ..... 1

Were there any accommodation problems? Girls bathroom shower leaked but this was fixed quickly

Standard of cleanliness / tidiness? (teacher & pupil) Very high

Standard of Furnishing? Very good

### SECTION 4: Meals

Were the meals of an adequate standard? Yes, though it would have been nice to have more of a selection of vegetables at dinner

Was there enough to eat? Yes, plenty

Was the food served promptly? Yes

Were all dietary requirements catered for? Mostly - some children found the card system confusing at the first night - perhaps this had not been explained fully  
How do you rate the packed lunches?

Any other comments? Really tasty - thanks!

### SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: ..... 1 Professional: ..... 1

Which Instructors were motivating / clear / enthusiastic?

Overall yes, though some clearly more experience than others

How do you rate the outdoor pursuits? Overall excellent, though some were better than others

How do you rate the outdoor pursuit equipment? Very high standard

What were your pupil's favourite outdoor pursuits? High ropes, crate stack, obstacle course, hillwalk, Abseiling, rock climbing, kayak & canoe

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

George Walk

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

More training for staff in terms of responding to behaviours particularly for pupils with additional support needs



WIC 4 MARCH. [REDACTED]

# manor adventure

## COURSE REPORT FORM

### SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *Seeing the pupils push themselves / fires in the staffroom!*

Which aspect of your stay was least enjoyed? *None*

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

*Very good*

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?

*Thank you very much - staff have gone over and above to help us - extra waterproofs, boots, fires, etc. It's been great!*

Where did you hear of Manor Adventure? .....

What were the reasons for choosing Manor Adventure? *Cluster come here annually*

Which centre did you visit last year? *Histon*

What other visits does your school organise? .....

### 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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For



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