

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 DATES: 11th - 13th
NAME OF ACCOMMODATION: LOCKERBIE 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?
N/A

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

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

How professional was the Presentation Evening? N/A

How did you rate our pre-visit administration?

Customer Services (Bookings, payments, support)? very good

Operations (Rooming, outdoor pursuit programmes, support)? very good

Preview visit to the centre? N/A

SECTION 2: Arrivals

General Welcome: 2 Fire Drill: 2

Room Allocation: 1 Introductory Talk: 1

SECTION 3: Centre Facilities:

Pupil Accommodation: 2 Teacher Accommodation: 1

Washing & Toilet Facilities: 1 Cleanliness / Hygiene: 1

The Grounds: 1 Catering: 1 TOP CLASS

Were there any accommodation problems? NO

Standard of cleanliness / tidiness? (teacher & pupil) very good, all issues
with student sickness dealt with ASAP

Standard of Furnishing? Good

SECTION 4: Meals

Were the meals of an adequate standard? Outstanding and the catering
staff - very impressed

Was there enough to eat? More than enough

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? Very pleased with this

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: 1 Professional: 1

Which Instructors were motivating / clear / enthusiastic?

Very good - one issue dealt with swiftly with the
management

How do you rate the outdoor pursuits? very good but I don't recommend
the wide games

How do you rate the outdoor pursuit equipment? Good

What were your pupil's favourite outdoor pursuits? Zip, Bivy & climbing

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

Do you have any suggestions on how we could improve our product or outdoor pursuits?
No - wide game a bit 'boring' 'basic' not as challenging

SECTION 6: Overall Assessment

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

Which aspect of your stay was least enjoyed?

lack of games room / holding space

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

Holding room

Where did you hear of Manor Adventure? *Many years coming*

What were the reasons for choosing Manor Adventure? *Great standards of accommodation*

Which centre did you visit last year? *None*

What other visits does your school organise? *8th*

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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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