

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: 21st Oct - 23 Oct 2019
NAME OF ACCOMMODATION: Manor House B09 corridor

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?

If you had a visit from one of our School Journey Advisors: We did not

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? Didn't do

SECTION 2: Arrivals

General Welcome: Excellent Fire Drill: Excellent

Room Allocation: " Introductory Talk: "

SECTION 3: Centre Facilities:

Pupil Accommodation: Excellent Teacher Accommodation: Excellent

Washing & Toilet Facilities: " Cleanliness / Hygiene: "

The Grounds: " Catering: "

Were there any accommodation problems? No

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

Standard of Furnishing? Excellent

SECTION 4: Meals

Were the meals of an adequate standard? The food is always lovely. Kids loved the food.

Was there enough to eat? Always plenty on offer + plenty of choices.

Was the food served promptly? Yes always

Were all dietary requirements catered for? Yes

How do you rate the packed lunches? Didn't have

Any other comments?

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: Excellent Professional: Excellent

Which Instructors were motivating / clear / enthusiastic?

Jack, Scott D

How do you rate the outdoor pursuits? Excellent

How do you rate the outdoor pursuit equipment? "

What were your pupil's favourite outdoor pursuits? Zip wire, obstacle course

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?

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *Overall experience was great*

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

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 booked for 2020 + 2021*

Have you any further general comments which you feel would be useful to us? *More current music for discos.*

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

What were the reasons for choosing Manor Adventure? *Great all round experience for pupils*

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

What other visits does your school organise? *None*

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



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



Have you considered our French Centres

Le Château de Warsy & Le Château du Broutel

