

We constantly strive to improve our high standards. Your comments are very important to us and will be assessed by our management team.

SCHOOL: PARTY LEADER:
CENTRE: LOCKERBIE DATES: 29 Nov - 3 Dec
NAME OF ACCOMMODATION: POD VILLAGE

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: *DUE TO TECHNICAL ISSUES THIS DID NOT

Did he provide a fair description of our centre and product? QUITE CO TO PLAN *

How professional was the Presentation Evening?

How did you rate our pre-visit administration?

Customer Services (Bookings, payments, support)? 1

Operations (Rooming, outdoor pursuit programmes, support)? 1

Preview visit to the centre? 1

SECTION 2: Arrivals

General Welcome: 2 Fire Drill: 2

Room Allocation: 2 Introductory Talk: 3

SECTION 3: Centre Facilities:

Pupil Accommodation: 3 Teacher Accommodation: 2

Washing & Toilet Facilities: 1 Cleanliness / Hygiene: 1

The Grounds: 1 Catering: 1 ☺

Were there any accommodation problems? Childrens pods were cold when the temp dropped below freezing

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

Standard of Furnishing? Great Perhaps a few comfy seats in the teacher room

SECTION 4: Meals

Were the meals of an adequate standard? Yes - amazing ☆

Was there enough to eat? Plenty - children got seconds some nights

Was the food served promptly? Yes

Were all dietary requirements catered for? Yes The staff went over and above to cater for Blake

How do you rate the packed lunches? N/A

Any other comments? Catering staff were lovely and so accomodating

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: 2 Professional:

Which Instructors were motivating / clear / enthusiastic?

Natalie, Adam, Matt, Chloe, Jenny, Joe, Lewis

How do you rate the outdoor pursuits? 1/2 Some activities felt like time fillers (I.E and scavenger hunt)

How do you rate the outdoor pursuit equipment? 1 We had an issue with a child's harness coming off during high ropes. Some children needed larger sizes of equipment

What were your pupil's favourite outdoor pursuits? High ropes, archery, rifles, abseil, obstacle course

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

George walking Trapeze Circus skulls

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

A member of staff told a child to come and tell us that a girl had started her period and there was blood on the 1 floor. This should have come from an adult not a child.

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *Food. Number of activities. Pubs. Disco.*

Which aspect of your stay was least enjoyed? *Activities that required a lot of waiting around.*

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?

A daily check in from the manager, knowing who was on call. We had issues with the emergency phone number not working. Instructors could have a register of their groups.

Where did you hear of Manor Adventure? *Other schools.*

What were the reasons for choosing Manor Adventure? *The range of activities, pubs and cost.*

Which centre did you visit last year? *N/A*

What other visits does your school organise? *N/A*

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

For



Culmington Manor, England



Lockerbie Manor, Scotland



Abernant Lake Hotel, Wales

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