

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: 11.10 15.10
NAME OF ACCOMMODATION: Pod village 1

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?

Website is informative, great pictures, easy to navigate.

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)? 1

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

Preview visit to the centre? ✓ (visited previously)

SECTION 2: Arrivals

General Welcome: 1 Fire Drill: 1

Room Allocation: 1 Introductory Talk: 1

SECTION 3: Centre Facilities:

Pupil Accommodation: 1 Teacher Accommodation: 1

Washing & Toilet Facilities: 1 Cleanliness / Hygiene: 1

The Grounds: 1 Catering: 1 (Outstanding)

Were there any accommodation problems? No all great issues with 1 door fixed promptly!

Standard of cleanliness / tidiness? (teacher & pupil) 1 - all clean!

Standard of Furnishing? 1

SECTION 4: Meals

Were the meals of an adequate standard? Amazing! We have been extremely well looked after!

Was there enough to eat? Yes - more than generous

Was the food served promptly? Yes!

Were all dietary requirements catered for? Yes!

How do you rate the packed lunches? ✓

Any other comments? The catering staff couldn't do enough for us - so friendly and helpful!

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: 1 Professional: 1

Which Instructors were motivating / clear / enthusiastic?

Matt, Lewis, Jack, Joe, Will all awesome. Children really liked Chloe too!

How do you rate the outdoor pursuits? 1 - Really enjoyed all activities!

How do you rate the outdoor pursuit equipment? 1! Fantastic

What were your pupil's favourite outdoor pursuits? High Ropes, water activities and Den building. Lots liked abseiling and evening walk

Are there any new outdoor pursuits you would like Manor Adventure to offer? no

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

No! All brilliant!

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *Activities - the range on offer is brilliant!*

Which aspect of your stay was least enjoyed? *fencing was our least favourite activity but it was hard to find a negative*

How do you rate the overall product on a value for money basis? *1 - incredible value especially for a school like ours with such deprivation.*

Will you be considering a further visit with Manor Adventure? *Yes already booked! See you next year.*

Have you any further general comments which you feel would be useful to us?

All of the children & staff have thoroughly enjoyed ourselves. Lovely to see the

children enjoying outdoor activities. Covid restrictions haven't impacted our visit in any way!

Where did you hear of Manor Adventure? *Initially a rep (2016)*

What were the reasons for choosing Manor Adventure? *Always had brilliant visits to Manor in the past and love the Pod village!*

Which centre did you visit last year? *2019 - Lockerbie Manor*

What other visits does your school organise? *At the moment, just Lockerbie, Prior to 2020, Robinwood Tadmaden for 3/4*

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