

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 MANOR DATES: 28/3 - 1/4
NAME OF ACCOMMODATION: POD VILLAGE 2

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?

How could we improve our website, www.manoradventure.com?

N/A MAKE IT MORE CHILD & PARENT FRIENDLY

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

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? N/A

SECTION 2: Arrivals

General Welcome: 1 Fire Drill: 1

Room Allocation: 2 Introductory Talk: 2

SECTION 3: Centre Facilities:

Pupil Accommodation: 5/4 Teacher Accommodation: 3

Washing & Toilet Facilities: 2 Cleanliness / Hygiene: 3

The Grounds: 2 Catering: 2

Were there any accommodation problems? NOT ALL PODS HAD BLINDS FOR PRIVACY,

PODS FREEZING AT THIS TIME OF YEAR, POD VILLAGE NEEDS A
DECENT SIZED INSIDE COMMUNAL AREA.

Standard of cleanliness / tidiness? (teacher & pupil) TOILETS (STAFF & PUPIL) NOT

REGULARLY & EFFECTIVELY CLEANED DURING STAY. PUPILS FOUND
RUBBISH WASTE IN PODS FROM OTHER GROUPS WHEN ARRIVED.

Standard of Furnishing?

FINE

SECTION 4: Meals

Were the meals of an adequate standard? Yes, good variety &
pupils really enjoyed it

Was there enough to eat? Yes. However, when on the last
sitting there was limited choices

Was the food served promptly? The kitchen staff did their
best with such large groups

Were all dietary requirements catered for? Yes, very aware of
dietary requirements

How do you rate the packed lunches? N/A

Any other comments? The kitchen staff were very friendly and
helpful

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: 2 Professional: 2

Which Instructors were motivating / clear / enthusiastic?

The majority of instructors were ~~not~~ related well to the
pupils & made it a ~~good~~ great experience for them

How do you rate the outdoor pursuits? 2 - but some were particularly
good

How do you rate the outdoor pursuit equipment? Mostly really good - but

water equipment needs updated. Mountain bikes need to be
fixed / maintained as too long spent fixing them at start of session

What were your pupil's favourite outdoor pursuits? & not enough for Teacher to
High ropes, Climbing, Crate stacking, abseil, Zip wire, ^{take} part
Fencing, Archery, Survival

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

Zorbing

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

~~improve~~ camp craft and video

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *Trying new experiences & children having fun together after 2 yrs of covid.*

Which aspect of your stay was least enjoyed? *Lack of a communal place to gather when cold & hailstones*

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

Will you be considering a further visit with Manor Adventure? *Possibly*

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

The children really liked: Chloe, Tegan, Jenny, Will, Shane, Joe, Ben

We noticed one instructor in particular would require some support and possibly additional training in interpersonal skills
Where did you hear of Manor Adventure? *Been before*

What were the reasons for choosing Manor Adventure? *Been before -*

covid friendly being in pods

Which centre did you visit last year? *None, there was a pandemic*

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

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