

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: LOCKEGBIE MANOR DATES: 28 Nov - 2 DEC
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? 2

How could we improve our website, www.manoradventure.com?
No improvements needed 😊

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

Did he provide a fair description of our centre and product? N/A

How professional was the Presentation Evening? N/A

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? N/A

SECTION 2: Arrivals

General Welcome: 2 Fire Drill: 2

Room Allocation: 2 Introductory Talk: 2

SECTION 3: Centre Facilities:

Pupil Accommodation: 3 - heating could be improved Teacher Accommodation: 2 a mirror would be good

Washing & Toilet Facilities: 2 Cleanliness / Hygiene: 1

The Grounds: 1 Catering: 1 😊

Were there any accommodation problems? Female staff shower didn't drain well. Some hinges on pod doors were broken

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

Standard of Furnishing? Good however comfier seats in the staffroom would be a bonus 😊

SECTION 4: Meals

Were the meals of an adequate standard? Yes they were lovely 😊
A good range and children loved getting seconds.

Was there enough to eat? More than enough!

Was the food served promptly? Yes, every time

Were all dietary requirements catered for? Yes.

How do you rate the packed lunches? N/A

Any other comments? Food was delicious and the catering staff were all very friendly, especially the male staff member who loved chatting to the children and staff.

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?
Helpful: 2 Professional: 2

Which Instructors were motivating / clear / enthusiastic?
Jack, Lewis, Scott and Holly

How do you rate the outdoor pursuits? 1

How do you rate the outdoor pursuit equipment? 2 - perhaps some wetsuits for the water activities

What were your pupil's favourite outdoor pursuits? Climb, watersports, fencing, archery, rifles... → all activities 😊

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

Do you have any suggestions on how we could improve our product or outdoor pursuits?
Some activities could have had 2 instructors to give children more turns and less waiting.

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *The food and activities*

Which aspect of your stay was least enjoyed? *Having to share the dinner hall at meal times*

How do you rate the overall product on a value for money basis? *Value for money compared to other centres*

Will you be considering a further visit with Manor Adventure? *We have already booked for the next 2 years 😊*

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

Thank you for looking after us again

Where did you hear of Manor Adventure? *We visited last year*

What were the reasons for choosing Manor Adventure? *We really enjoyed last year and the cost for our families*

Which centre did you visit last year? *Lockerbie*

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



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