

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: Lackenchie Manor ..... DATES: 14-16 Feb 2022 .....

NAME OF ACCOMMODATION: .....

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? N/A - video call .....

How could we improve our website, [www.manoradventure.com](http://www.manoradventure.com)? .....

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

Did he provide a fair description of our centre and product? yes .....

How professional was the Presentation Evening? N/A - video call .....

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: 1 ..... Fire Drill: 1 .....

Room Allocation: 1 ..... Introductory Talk: 1 .....

### SECTION 3: Centre Facilities:

Pupil Accommodation: 2 ..... Teacher Accommodation: 2 .....

Washing & Toilet Facilities: 1 ..... Cleanliness / Hygiene: 2 .....

The Grounds: 1 ..... Catering: 2 .....

Were there any accommodation problems? child locked in bathroom due to door handle - rectified very quickly .....

Standard of cleanliness / tidiness? (teacher & pupil) Bb - mould in bathroom (ceiling and shower) .....

Standard of Furnishing? 3 .....

### SECTION 4: Meals

Were the meals of an adequate standard? 2 .....

Was there enough to eat? yes however our group didn't get dessert on first night due to earlier groups taking too much as it was laid out beside juice .....

Was the food served promptly? .....

Were all dietary requirements catered for? 1 .....

How do you rate the packed lunches? N/A .....

Any other comments? Salad bar at dinner as well as lunch, kitchen staff are fab - very helpful and patient .....

### SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: 1 ..... Professional: 1 .....

Which Instructors were motivating / clear / enthusiastic?

Jack, Ben + Chloe stood out but all staff have been brilliant .....

How do you rate the outdoor pursuits? 1 - really good that outdoor activities are floodlit .....

How do you rate the outdoor pursuit equipment? 1 .....

What were your pupil's favourite outdoor pursuits? obstacle course, canoeing, archery .....

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

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

found climbing + water activities too busy (but appreciate this may be due to weather warnings in place for later this week to allow everyone to have a turn) .....

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *activities*

Which aspect of your stay was least enjoyed? *business of climbing/ abseiling activities due to multiple groups*

How do you rate the overall product on a value for money basis? *1*

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?

*We find the staff and organisation of the activities here much better than other centres we have visited*

Where did you hear of Manor Adventure? *visited previously*

What were the reasons for choosing Manor Adventure? *good past experience, good staff room + coffee machine ☺*

Which centre did you visit last year? *last one of this kind was in 2018 due to covid and we came to Lockerbie Manor.*

What other visits does your school organise? *We do 3-4 residentials per year, 1 city break, 1 with another charity and 2 to outdoor centres*

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