

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: Lackertok Manor DATES: 24th - 26th Jan 2022
NAME OF ACCOMMODATION: PODI

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? 1 Excellent

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

Website reformation

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 Excellent

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

Preview visit to the centre? N/A

SECTION 2: Arrivals

General Welcome: 1 Fire Drill: 1

Room Allocation: 1 Introductory Talk: 2

SECTION 3: Centre Facilities:

Pupil Accommodation: 1 Teacher Accommodation: 2

Washing & Toilet Facilities: 1 Cleanliness / Hygiene: 1

The Grounds: 1 Catering: 1 **

Were there any accommodation problems? No, just shower one

in boys had a stiff lock and problems opening and all took time to drain at sinks

Standard of cleanliness / tidiness? (teacher & pupil) 1

Standard of Furnishing? 1

SECTION 4: Meals

Were the meals of an adequate standard? More than adequate

Was there enough to eat? Yes

Was the food served promptly? Yes - excellent, friendly staff

Were all dietary requirements catered for? Yes

How do you rate the packed lunches? N/A

Any other comments? Funny eater were accommodated. Made sure no one was hungry.

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: 1 Professional: 1

Which Instructors were motivating / clear / enthusiastic?

Scott - outstanding ~ so patient and encouraging

Joe + Matt - super
How do you rate the outdoor pursuits? 1 Excellent variety

How do you rate the outdoor pursuit equipment? 1

What were your pupil's favourite outdoor pursuits? Obstacle, shooting orienteering, abseiling & ferrating ~ tbh all enjoyed.

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

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

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *All of it.*

Which aspect of your stay was least enjoyed? *Cold / Covid.*

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 as a staff would like to thank everyone for looking after us.

Where did you hear of Manor Adventure? *Been previous visits*

What were the reasons for choosing Manor Adventure? *Excellent value for money, range of activities & experiences for our children. Due to previous visits we decided to return 2 years ago - Lockerbie.*

Which centre did you visit last year? *Lockerbie*

What other visits does your school organise? *Edinburgh / London for P.T's*

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