

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: Fri. 13th - Sun 15th May
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? No brochure provided - phone call.

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

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

Did he provide a fair description of our centre and product? 2

How professional was the Presentation Evening? N/A

How did you rate our pre-visit administration?

Customer Services (Bookings, payments, support)? 1 - Large, better banner
Communication via email

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

Preview visit to the centre? 1 - Tor was excellent. Craig was very impressive.

SECTION 2: Arrivals

General Welcome: 5 = No introduction, Arguing amongst staff, no welcome from Craig, Disorganised / Noone knew who to talk to. Fire Drill: 5 - 4 children left behind in pods?

Room Allocation: 5 - Introductory Talk: 5 - Reviewed / First activity was too close to arrival time. 2 - Content fine, just too quick

SECTION 3: Centre Facilities: 5 - Didn't know where to get things, no sign for help, all children already allocated so they were here when we were staying.

Pupil Accommodation: 1 - Love the pods Teacher Accommodation: 1 - Brilliant

Washing & Toilet Facilities: 1 Cleanliness / Hygiene: 1

The Grounds: 1 Catering: 4 - Food good quality but selection not good for kids - lots of veg, struggled to eat.

Were there any accommodation problems? Boiler needed reset and roof tank door was difficult to open - both issues dealt with quickly & efficiently

Standard of cleanliness / tidiness? (teacher & pupil) 1 - Very clean, beautiful grounds

Standard of Furnishing? 2 - No problems

SECTION 4: Meals

Were the meals of an adequate standard? 2 - Quality of food good, like that staff encourage the to try different food things!

Was there enough to eat? 5 - Poor selection for children. For one meal a number of children only had slices of bread or 1 piece of chicken or only mashed potato. Breakfast - 1 - excellent.

Was the food served promptly? 2 - Often felt rushed as too many schools in the dining hall at the same time.

Were all dietary requirements catered for? 1

How do you rate the packed lunches? N/A

Any other comments? -

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors? Mixed
Some are outstanding e.g. Niamh
Do some want to be here? A lot of them wanted as it was interesting. A few instructing activities were left - some was an 15 minute job and teacher took 30 min up.

Helpful: Professional:

Which Instructors were motivating / clear / enthusiastic?
Niamh, Chloe, Jack, Scott, Jenny

→ Would be nice to have a point of contact who comes to check on you as many of our users could have been dealt with instantly.

How do you rate the outdoor pursuits? Mainly 1 however Archery 5 - No left hand bows, equipment unacceptable not good for use. Over one hour before all children had had their first golden Arrow 10 minutes easy. Rifle range set up extremely well.

How do you rate the outdoor pursuit equipment? Mainly 1 - Archery 5

What were your pupil's favourite outdoor pursuits? Canoe, Kayak, Climbing, Abseiling. Asked for 9 activities - all 9 given. :))

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

Do you have any suggestions on how we could improve our product or outdoor pursuits?
Fix the archery equipment, consistency of instructors, improved time keeping

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *Staying in the pods, water sports*

Which aspect of your stay was least enjoyed? *Arrival - I was really upset by our arrival. It was mentioned at the time and it was either not understood or phoned down - an apology would be appreciated.*

How do you rate the overall product on a value for money basis? *2 - we love the pods.*

Will you be considering a further visit with Manor Adventure? *Yes - there were a few issues but we still had a fantastic time*

Have you any further general comments which you feel would be useful to us?
Overall, she had a fantastic time but if the issues with the instructors + some activities had not happened, it would of been even better. Like the welcome brochure - photos helpful

Where did you hear of Manor Adventure? *Phone call to school*

What were the reasons for choosing Manor Adventure? *Video call with sales rep was fantastic - Tour was even better*

Which centre did you visit last year? *Dunster House Wood*

What other visits does your school organise? *London, Brunel's Grange, Valencia, etc.*

SECTION 7 *Although two sounds negative in points, we really have had the best time. If you can correct these issues then this could be the next priority place for us to visit.*

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: *A buddy recommended to* Name:

Address: *Llanytrïd Middle school* Address:
one coming in winter

manor adventure

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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