

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: HOOKERBIE MANOR DATES: 13-15 MAY 2022

NAME OF ACCOMMODATION: POD VILLAGE 1

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? YES

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

NO IMPROVEMENTS TO BE MADE

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)?

Preview visit to the centre? BEEN IN 2019 and 2018

SECTION 2: Arrivals

General Welcome: 1 Fire Drill: 1

Room Allocation: 1 Introductory Talk: 1

SECTION 3: Centre Facilities:

Pupil Accommodation: 2 Teacher Accommodation: 3

Washing & Toilet Facilities: 3 Cleanliness / Hygiene: 3

The Grounds: 1 Catering: 1

Were there any accommodation problems? some stains on mattresses - heating - hot/cold at times. (POD VILLAGE 1).

Standard of cleanliness / tidiness? (teacher & pupil) Tidy and good for use - no complaints from pupils.

Standard of Furnishing? Mattresses in pods were a little jacked - teacher room was good - beds were good.

SECTION 4: Meals

Were the meals of an adequate standard? Food was excellent - very healthy options - proxy eaters were provided for

Was there enough to eat? Yes - maybe more for adults.

Was the food served promptly? Yes - some groups, however, did not adhere to their allotted times.

Were all dietary requirements catered for? Yes

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?

Helpful: 2 Professional: 2

Which Instructors were motivating / clear / enthusiastic?

- Instructors need to introduce themselves properly and ask names of pupils before activity starts
- Ben, Will, Craig were great - always had time for everyone

How do you rate the outdoor pursuits? Very good 1-2

How do you rate the outdoor pursuit equipment? Excellent 1

What were your pupil's favourite outdoor pursuits? High ropes, biking, abseil, climbing, Paddleboarding.

Are there any new outdoor pursuits you would like Manor Adventure to offer? NO

Do you have any suggestions on how we could improve our product or outdoor pursuits? Ensure enough for all to keep groups occupied and fully involved.

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *The activities for the most part were very good. Food.*

Which aspect of your stay was least enjoyed? *Manor Olympics. Very poor. Niamh + Mario - disinterested and unimaginative with activities*

How do you rate the overall product on a value for money basis? *Very good.*

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?

*Two cars left site with blaring music - not impressed when with young children at 9.30pm.
Overall very good indeed.*

Where did you hear of Manor Adventure? *Been in 2018/19*

What were the reasons for choosing Manor Adventure? *Close and love Pod Village.*

Which centre did you visit last year? *N/A*

What other visits does your school organise? *Day trips, museums etc*

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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COURSE REPORT FORM

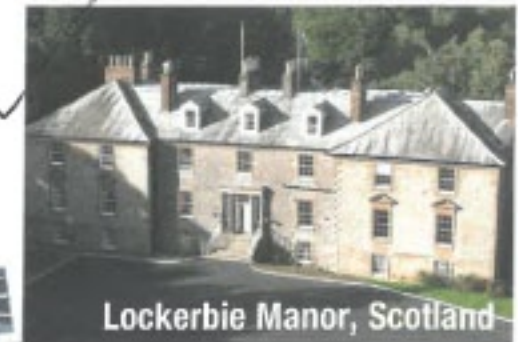
For



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