

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: 29-8-22 - 2-9-22
NAME OF ACCOMMODATION: Manor House

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

How could we improve our website, www.manoradventure.com?
..... N/A (re-booked based on previous experience)

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

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

How professional was the Presentation Evening?

How did you rate our pre-visit administration?

Customer Services (Bookings, payments, support)?

Operations (Rooming, outdoor pursuit programmes, support)?

Preview visit to the centre?

SECTION 2: Arrivals

General Welcome: good 3 Fire Drill: good 3

Room Allocation: very good 2 Introductory Talk: good 3

SECTION 3: Centre Facilities:

Pupil Accommodation: good 3 Teacher Accommodation: excellent 1

Washing & Toilet Facilities: very good 2 Cleanliness / Hygiene: very good 2

The Grounds: Excellent 1 Catering: excellent 1

Were there any accommodation problems? No. (However, there was no kettle /

cups etc in B17.)

Standard of cleanliness / tidiness? (teacher & pupil) Teacher rooms = excellent

Kids rooms = cobwebs ~~at~~ ^{many} over windows (freaked children out) but

place is clean (general areas / bathrooms)

Standard of Furnishing? some simple storage / shelving in kids

dorms to help them store stuff.
some dorm windows didn't open = hot & snelly.

SECTION 4: Meals

Were the meals of an adequate standard? Absolutely (excellent)

Was there enough to eat? Oh Yes! Children were offered

seconds and the lunchtime salads were awesome.

Children loved it and all staff are a little plumper.

Was the food served promptly? Yes - very friendly & efficient service

Were all dietary requirements catered for? Yes

How do you rate the packed lunches? N/A

Any other comments? Catering staff are brilliant -

great with the kids and very patient.

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: very good (2) Professional: very good (2)

Which Instructors were motivating / clear / enthusiastic?

Rosie, Ryan, Will, Scott, Chlce

How do you rate the outdoor pursuits? Excellent - the children enjoyed

them. (fencing and orienteering were the least favourite)

How do you rate the outdoor pursuit equipment? Generally very good - (2)

some bits on the climbing wall were missing / wobbly

What were your pupil's favourite outdoor pursuits? High Ropes, water sports,

crate stack, they also enjoyed the see-saw, tyre mangle, initiation

tasks

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

mountain biking - Bushcraft

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

Consider ways of engaging children who are waiting between

shots at archery - score sheets. No water based activities on the last day/morning.

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *The water based activities...*

new high ropes, initiative games (especially the see-saw) and they raved about the food.

Which aspect of your stay was least enjoyed? *The camp fire - the children...*

were sent off into small groups to plan/perform 'skits' - it was ^{all} a bit chaotic and didn't bring everyone as a whole group together.

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

It is good value for money! (We do recognise in the current climate it is odd of money for families to find)

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?

In comparison to previous years some of the instructors

didn't seem as enthusiastic or focused on building up a

rapport with the children. ~~but we know there are new staff~~

Where did you hear of Manor Adventure? *Our school have been attending for years (10 or 11)*

What were the reasons for choosing Manor Adventure?

Previous experience of the centre, all on one site,

value for money and local authority approved.

Which centre did you visit last year? *Wiston Lodge (2x day trips)*

What other visits does your school organise? *Each year group has a*

class trip which varies every year.

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

Head office: Culmington Manor, Craven Arms, Shropshire, SY7 9BY
Telephone: 01584 861333 Fax: 01584 861367 www.manoradventure.com

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