

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: Locherbie Manor DATES: 20th - 23rd Sept

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?
.....

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

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: Helpful & efficient Fire Drill: Clear

Room Allocation: Clear Introductory Talk: Clear

SECTION 3: Centre Facilities:

Pupil Accommodation: Good but there used to be outdoor storage boxes for boots and shoes which was ideal. Teacher Accommodation: Good, clean

Washing & Toilet Facilities: Very good but no hot water in sinks. Cleanliness / Hygiene: Excellent

The Grounds: Beautiful and always well looked after / safe. Catering: Very good

Were there any accommodation problems? No

Standard of cleanliness / tidiness? (teacher & pupil) Very good on both

Standard of Furnishing? Good

SECTION 4: Meals

Were the meals of an adequate standard? Very good - lots of variety

Was there enough to eat? Plenty

Was the food served promptly? Yes

Were all dietary requirements catered for?

Yes

How do you rate the packed lunches? ✓

Any other comments? The turn around is so fast that the last people in queue to sit down have very little time before next school. Some of the activities finished as soon as lunch started so if chn muddy & wet they had no time to change.

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: Very good Professional: Very good

Which Instructors were motivating / clear / enthusiastic?

Lewis, Will, Ben Scott, Jenny, Natalie, Holly, Manio, Ryan, Rebecca

2 instructors on climb absent
How do you rate the outdoor pursuits? Once on activity, they're all good, but the mountain biking takes a long time when only one instructor - the first child stood outside in rain for 20 minutes until everyone was lifted up.

How do you rate the outdoor pursuit equipment? Very good
hanging around and getting bored.

What were your pupil's favourite outdoor pursuits? Kayak, canoe, low ropes, zip wire, high ropes, obstacle course

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?

Double up on instructors on certain activities

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed?

Centre has been good. Helpful when asked. Always meet night staff. Well looked after.

Which aspect of your stay was least enjoyed?

Timing of activities + meals is so tight at times it can be chaotic for the chn and staff

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

Good.

Will you be considering a further visit with Manor Adventure?

Yes already booked.

Have you any further general comments which you feel would be useful to us?

On the last morning its tough packing up and getting to activities on time. If start times were adjusted slightly it would be really helpful

Where did you hear of Manor Adventure? *Online*

What were the reasons for choosing Manor Adventure?

Pods, proximity, been before & enjoyed.

Which centre did you visit last year? *Lockerbie*

What other visits does your school organise? */*

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