

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: Lockertie Manor DATES: 24/4/23 - 28/4/23
NAME OF ACCOMMODATION: The Manor

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:

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)? 1

Preview visit to the centre? N/A

SECTION 2: Arrivals

General Welcome: 1 Fire Drill: 3 - waiting around for too long.

Room Allocation: 1 Introductory Talk: 1

SECTION 3: Centre Facilities:

Pupil Accommodation: 4 - shower, heating and window issues. Teacher Accommodation: 3

Washing & Toilet Facilities: 3 Cleanliness / Hygiene: 3

The Grounds: 1 Catering: 2

Were there any accommodation problems? B10 and B11 showers

were not warm, drain issues and shower problems in B5. Radiators were locked.

Standard of cleanliness / tidiness? (teacher & pupil) Happy with the

standard of cleanliness.

Standard of Furnishing? This was poor as it is old and

in need of an upgrade.

SECTION 4: Meals

Were the meals of an adequate standard? Yes

Was there enough to eat? Yes

Was the food served promptly? Yes - the staff were excellent.

Were all dietary requirements catered for? Yes

How do you rate the packed lunches? N/A

Any other comments? Bigger bins to put the food/waste in.

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, Ben, Adam, Tommy, Lewis and Jack.

How do you rate the outdoor pursuits? 1

How do you rate the outdoor pursuit equipment? 1

What were your pupil's favourite outdoor pursuits? SUP, High Ropes, Crate

Stack, Blind Trail and Fencing.

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

with singing.

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

Consistency with the enthusiasm of instructors and they should tell the pupils their name at the start of the activity.

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *Attaining new/fun experiences for the kids.*

Which aspect of your stay was least enjoyed?

How do you rate the overall product on a value for money basis? *Ok but not as good as previous years, e.g. doubling up groups.*

Will you be considering a further visit with Manor Adventure? *Already booked but looking at other options*

Have you any further general comments which you feel would be useful to us?
Standard of instructors has slipped, there hasn't been any engagement from the Center Manager. As always Gillian has been outstanding.

Wifi is a nightmare - difficult to keep on top of emails.

Where did you hear of Manor Adventure? *We have been coming here for years.*

What were the reasons for choosing Manor Adventure? *Location and all activities are on site.*

Which centre did you visit last year? *Lockerbie Manor*

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

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



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