

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: 17-19 APRIL 2023
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? 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)? VERY GOOD

Operations (Rooming, outdoor pursuit programmes, support)? VERY GOOD

Preview visit to the centre? N/A

SECTION 2: Arrivals

General Welcome: EXCELLENT Fire Drill: EXCELLENT

Room Allocation: VERY GOOD Introductory Talk: VERY GOOD

SECTION 3: Centre Facilities:

Pupil Accommodation: GOOD Teacher Accommodation: VERY GOOD

Washing & Toilet Facilities: VERY GOOD Cleanliness / Hygiene: VERY GOOD

The Grounds: EXCELLENT Catering: EXCELLENT

Were there any accommodation problems? NO

Standard of cleanliness / tidiness? (teacher & pupil) VERY GOOD

Standard of Furnishing? GOOD

SECTION 4: Meals

Were the meals of an adequate standard? YES, GENEROUS PORTIONS AND CHOICE

Was there enough to eat? YES +

Was the food served promptly? YES

Were all dietary requirements catered for? YES

How do you rate the packed lunches? N/A

Any other comments? CATERING STAFF VERY HELPFUL AND FRIENDLY

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?

How do you rate the outdoor pursuits? VERY GOOD, ALTHOUGH WE HAVE REQUESTED HIGH ROPES ON SEVERAL VISITS BUT HAVEN'T YET BEEN INCLUDED IN OUR PROGRAMME
How do you rate the outdoor pursuit equipment? EXCELLENT

What were your pupil's favourite outdoor pursuits? AEROBALL, OBSTACLE COURSE, ZIP WIRE

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?

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *WIDE RANGE OF ACTIVITIES, FULL PROGRAMME OF ACTIVITIES, PUPILS ENJOYED ACCOMMODATION (PODS)*

Which aspect of your stay was least enjoyed? *NONE*

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?
OUTDOOR LEARNING IS A MAJOR STRENGTH OF OUR SCHOOL, WITH DAILY / WEEKLY OUTDOOR DAYS, MOST STAFF FOREST SCHOOL TRAINED & PUPILS WHO EXPERIENCE THIS - SOME ACTIVITIES COULD BE BIT MORE CHALLENGING

Where did you hear of Manor Adventure? *WEBSITE TO REFLECT THIS*

What were the reasons for choosing Manor Adventure? *DISTANCE, LOCATION AND RANGE OF EXPERIENCES AVAILABLE*

Which centre did you visit last year? *LOCKERBIE (P6) GALLOWAY (P7)*

What other visits does your school organise? *RESIDENTIAL VISIT FOR P6 & P7*

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:



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