

We constantly strive to improve our high standards. Your comments are very important to us and will be assessed by our management team.

SCHOOL: S PARTY LEADER:

CENTRE: Lodnesbie DATES: 31-3-23 - 2/4/23

NAME OF ACCOMMODATION: Manor & Pod Villages Ltd

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: 1 Fire Drill: 1

Room Allocation: 1 Introductory Talk: 1

SECTION 3: Centre Facilities:

Pupil Accommodation: 1 Teacher Accommodation: 1

Washing & Toilet Facilities: 2 Cleanliness / Hygiene: 3

The Grounds: 1 Catering: 1

Were there any accommodation problems? Only occasionally

running out of toilet rolls and finding staff to wash bottles

Standard of cleanliness / tidiness? (teacher & pupil)

Excellent

Standard of Furnishing? Excellent

SECTION 4: Meals

Were the meals of an adequate standard? Haggis wasn't popular choice.

Excellent quality but some choices were spicy for younger girls.

Was there enough to eat?

More than enough!

Was the food served promptly?

Every meal time was ready for us.

Were all dietary requirements catered for?

Yes they were but some commented that wasn't enough vegetarian food.

How do you rate the packed lunches?

N/A.

Any other comments? Favourite meal was Spud/Beast lunch.

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: Excellent Professional: Excellent

Which Instructors were motivating / clear / enthusiastic?

they were amazing with the girls. All our leaders have commented about your staff in all the areas above.

How do you rate the outdoor pursuits?

Great choice available.

How do you rate the outdoor pursuit equipment?

Excellent, Clean & well maintained.

What were your pupil's favourite outdoor pursuits? Abscoring - Crate stacking.

high ropes, paddleboarding.

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

Campfire for large group.

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? *the activities, the girls have had a really good time*

Which aspect of your stay was least enjoyed?

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

Excellent

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?

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Where did you hear of Manor Adventure? *Previous booking with a school*

What were the reasons for choosing Manor Adventure?

Children enjoyed their school 5 visit, so we thought we would try with Guiding group

Which centre did you visit last year? *Lockerbie*

What other visits does your school organise?

International and County wide

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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:

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Head office: Culmington Manor, Craven Arms, Shropshire, SY7 9BY
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manor adventure

COURSE REPORT FORM

For



Culmington Manor, England



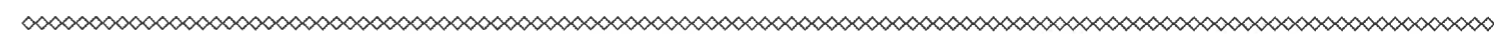
Abernant Lake Hotel, Wales



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