

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: Locharbie Manor DATES: 25th - 27th January
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? 1, very much so.

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? Yes

How professional was the Presentation Evening? Very.

How did you rate our pre-visit administration?

Customer Services (Bookings, payments, support)? 1

Operations (Rooming, outdoor pursuit programmes, support)? 2

Preview visit to the centre? 2

SECTION 2: Arrivals

General Welcome: 1 Fire Drill: 4

Room Allocation: 1 Introductory Talk: 2

SECTION 3: Centre Facilities:

Pupil Accommodation: 3 Teacher Accommodation: 2

Washing & Toilet Facilities: 3 Cleanliness / Hygiene: 1

The Grounds: 2 Catering: 1

Were there any accommodation problems? Pod heating + girls' hot water was inconsistent.

Standard of cleanliness / tidiness? (teacher & pupil) Excellent - clean facilities, site + accommodation.

Standard of Furnishing? 2

SECTION 4: Meals

Were the meals of an adequate standard? Excellent choice + quality.

Was there enough to eat? Plenty! Great portions.

Was the food served promptly? Yes.

Were all dietary requirements catered for? Yes, always.

How do you rate the packed lunches?

Any other comments? When a child was being fussy, staff were very quick to offer an alternative such as a sandwich or toast.

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: 2 Professional: 2

Which Instructors were motivating / clear / enthusiastic?

Sorry, don't remember names! 80% of instructors were enthusiastic, fun + really tried to engage the children.

How do you rate the outdoor pursuits? 2

How do you rate the outdoor pursuit equipment? 2

What were your pupil's favourite outdoor pursuits? Obstacle course, fencing + low ropes.

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? Camp craft skills could have involved the ch. more.

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *The activities and food!*

Which aspect of your stay was least enjoyed? *Camp craft skills + cold showers*

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

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?
Consider the possibility of a night light in the ch's pools. Could use some additional lighting around site at night/activities after dinner.

Where did you hear of Manor Adventure? *Other schools*

What were the reasons for choosing Manor Adventure? *Cost + overall value for money*

Which centre did you visit last year? *Barzoupe, Castle Douglas*

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

COURSE REPORT FORM

For



Culmington Manor, England



Aberhant 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