

manor adventure

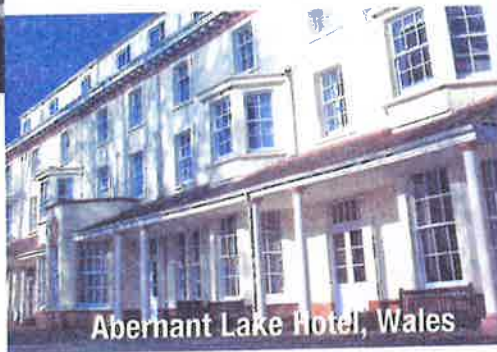
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COURSE REPORT FORM

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

5

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 DATES: 16-18 JAN '23

NAME OF ACCOMMODATION:

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 - Comprehensive

How could we improve our website, www.manoradventure.com?
Possibly pictures of each of the activities

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?

How did you rate our pre-visit administration?

Customer Services (Bookings, payments, support)? 1 Louise very ke

Operations (Rooming, outdoor pursuit programmes, support)? 1 Cillian Dan

Preview visit to the centre? 1 - STAFF WERE HELPFUL AND ANSWERED QUESTIONS - PACK WAS LOTS OF DETAIL.

SECTION 2: Arrivals

General Welcome: 1 Fire Drill: 1

Room Allocation: 2 - A FEW ISSUES Introductory Talk: I DIDN'T HEAR TH. N/A

SECTION 3: Centre Facilities:

Pupil Accommodation: Teacher Accommodation:

Washing & Toilet Facilities: 3 - SHOWERS BIT COLD. Cleanliness / Hygiene: 1

The Grounds: 1 Catering: 3

Were there any accommodation problems? DORM FLOODED SO CHANGED HENCE BOYS & GIRLS CLOSER THAN PLANNED. HEATING THEN LED TO ANOTHER DORM CHANGE

Standard of cleanliness / tidiness? (teacher & pupil) 1

Standard of Furnishing? 2 SUITABLE & FUNCTIONAL FOR PURPOSE

SECTION 4: Meals

Were the meals of an adequate standard?

YES

(1)

(5)

Was there enough to eat?

(3)

YES - BUT A LONG

TIME IN EVENING - OTHER CENTRES HAVE

' BISCUIT & HOT CHOCOLATE SUPPER'

Was the food served promptly?

(1)

Were all dietary requirements catered for?

(1)

EFFECTIVE

SYSTEM

How do you rate the packed lunches?

N/A

Any other comments?

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful:

(2)

Professional:

(1)

Which Instructors were motivating / clear / enthusiastic?

INSTRUCTIONS CLEAR. MY COLLEAGUES & I WERE A

LITTLE SURPRISED THERE WASN'T REALLY ANY MOTIVATION OR ASSISTANCE ON CLIMBING WALLS CHN STRUGGLED.

How do you rate the outdoor pursuits?

(2)

How do you rate the outdoor pursuit equipment?

(1)

ALL EQUIPMENT

WAS WELL MAINTAINED.

What were your pupil's favourite outdoor pursuits?

(*)

-SEE PUPIL RETURN

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

N/A

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

MIGHT SEEM SMALL - BUT A MEMBER OF STAFF COMING TO BUS AND WAVING OFF CHILDREN -

5

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? ACTIVITIES THAT INCLUDED CHILDREN FOR THE LARGEST AMOUNT OF ACTIVITY BLOCK

Which aspect of your stay was least enjoyed? QUITE A LOT OF STANDING AROUND WAITING & HUGE GAP FROM BREAKFAST TO FIRST ACTIVITY

How do you rate the overall product on a value for money basis? 1 - VALUE WAS EXCELLENT!

Will you be considering a further visit with Manor Adventure? YES ALREADY SPOKE TO LOUISE

Have you any further general comments which you feel would be useful to us? WINTER PRICES ARE EXCELLENT - 'MAIN' PART OF YEAR IS COMPARABLE WITH OTHER PROVIDERS.

TWIN DISCOUNT WAS REALLY HELPFUL,

Where did you hear of Manor Adventure? COLLEAGUE

What were the reasons for choosing Manor Adventure? RECOMMENDATION - THEN COST & £500 BUS DISCOUNT WERE FANTASTIC FOR JANUARY.

Which centre did you visit last year? DOWNANS (PRE-COVID)

What other visits does your school organise? ANNUAL P7 RESIDENTIAL

MANY ACTIVITIES WERE TOO SHORT FOR ALLOCATED TIME, SAME CHIL BACK AT PORNIS 20/30 MINS EARLY.

SECTION 7

Thanks

[Signature]

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: SAM McCULLOCH Name:

Address: LOANHEAD PRIMARY Address: KILMARNOCK

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