

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: 14<sup>th</sup> - 16<sup>th</sup> July 23  
NAME OF ACCOMMODATION: Pod Village

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

How could we improve our website, www.manoradventure.com? N/A

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)? 2

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

Preview visit to the centre? N/A

### SECTION 2: Arrivals

General Welcome: 1 Fire Drill: 2

Room Allocation: 1 Introductory Talk: 3 2 (possibly our fault because we were early)

### SECTION 3: Centre Facilities

Pupil Accommodation: 2 Teacher Accommodation: 2

Washing & Toilet Facilities: 3 Cleanliness / Hygiene: 1

The Grounds: 1

Were there any accommodation problems? Slow drainage in sinks in pod village

Standard of cleanliness / tidiness? (teacher & pupil) 2

Standard of Furnishing? 3

Would be useful to have working Wifi across site please

### SECTION 4: Catering / Meals

Were the meals of an adequate standard? 1

Was there enough to eat? 1

Was the food served promptly? 1

Were all dietary requirements catered for? 1

How do you rate the packed lunches? N/A

Any other comments? .....

### SECTION 5: Centre Staff & Outdoor Pursuits

Did the Head of Centre / Chief Instructor make themselves known to you during your visit?

Yes, Gillian is so helpful and welcoming.

How do you rate the Centre Staff / Instructors?

Helpful: Most - 2 Some - 4 Professional: Most - 2 Some - 4

Were the Instructors motivating / clear / enthusiastic? .....

Most yes - minority see comments overleaf.

How do you rate the outdoor pursuits? .....

2 - apart from Survival

How do you rate the outdoor pursuit equipment? 2

What were your pupil's favourite outdoor pursuits? .....

Water sports

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

We would have liked high ropes / zip line during our trip.

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

More rope / height activities on timetable.

\*When the kids asked them not to. Some kids very upset by this.

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *Activities and accomodation*

Which aspect of your stay was least enjoyed? *Small minority of instructors & didn't take account of individual needs. See above*

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

Will you be considering a further visit with Manor Adventure? *2 Yes*

Have you any further general comments which you feel would be useful to us?

*Instructors (some) would benefit from ASN training. Some did not listen to needs of kids; i.e. splashing with water during raft building*

Where did you hear of Manor Adventure? *Online*

What were the reasons for choosing Manor Adventure? .....

*Negative experience at PGL last year*

Which centre did you visit last year? *Dalguise PGL*

What other visits does your school organise? *NA*

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? *N/A*

Name: ..... Name: *Our pupils were supervised by 3 adults at ALL times.*

Address: ..... Address: .....

\*The school in Pod Village 2 left their children unsupervised for long periods of time



*through the trees and being rude/misbehaving towards us. So much so we had to move our entire class to the other side of our area.*

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# manor adventure

## COURSE REPORT FORM

- for
- Culmington Manor, Shropshire
- Lockerbie Manor, Scotland
- Abernant Lake Hotel, Wales
- Willersley Castle, Peak District
- Norfolk Lakes, Norwich

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

### Have you considered our French Centres



Le Château du Broutel



Le Château de Warsy

