

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: Lockernie DATES: 12th-14th June 2023
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? 2

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? 2

Customer Services (Bookings, payments, support)? 2

Operations (Rooming, outdoor pursuit programmes, support)? 3

Preview visit to the centre?

SECTION 2: Arrivals

General Welcome: 1 Fire Drill: 1

Room Allocation: 1 Introductory Talk: 2

SECTION 3: Centre Facilities

Pupil Accommodation: 1 Teacher Accommodation: 3

Washing & Toilet Facilities: 3 Cleanliness / Hygiene: 2

The Grounds: 1

Were there any accommodation problems? Sinks slow to drain in bathrooms, toilet facilities

Standard of cleanliness / tidiness? (teacher & pupil) Teacher mattresses stained/dirty

Standard of Furnishing? 1

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 - Went above and beyond - THANK YOU!

How do you rate the packed lunches? N/A

Any other comments? N/A

SECTION 5: Centre Staff & Outdoor Pursuits

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

How do you rate the Centre Staff / Instructors?

Helpful: 1 Professional: 1

Were the Instructors motivating / clear / enthusiastic? 2 - Mostly

Nash was a favourite among staff and pupils. Went above and beyond to ensure children got the most from the session.
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? Water sports, abseil, blind trail.

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? N/A.

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *Community feel in our pod village*

Which aspect of your stay was least enjoyed? *Low ropes*

How do you rate the overall product on a value for money basis? *1*

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?
*Clearer timetable - child friendly, start & end times for sessions, break/lunch/dinner included for info. Roman numerals on pod village clock very difficult for children to read.**

Where did you hear of Manor Adventure? *Returning visitors*

What were the reasons for choosing Manor Adventure? *Have used before*

Which centre did you visit last year? *Sport Scotland - Inverclyde*

What other visits does your school organise? *N/A*

**Instructors could emphasis the importance of start times/ what to wear*

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: *N/A* Name: *N/A*

Address: Address:

Address: Address:



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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

