

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: Lovkebie DATES: 23rd June - 25th June 23
NAME OF ACCOMMODATION: Lovkebie Manor House

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?

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)?

Operations (Rooming, outdoor pursuit programmes, support)?

Preview visit to the centre?

SECTION 2: Arrivals

General Welcome: Good Fire Drill: Good - clear instruction to pupils and expectations given to staff also

Room Allocation: Good / V. Good Introductory Talk: Good

SECTION 3: Centre Facilities

Pupil Accommodation: Very good Teacher Accommodation: Very good

Washing & Toilet Facilities: Very good Cleanliness / Hygiene: Very good

The Grounds: Lovely

Were there any accommodation problems? In a couple of pupil rooms some blinds were missing when closed so the light came in early - also some who were a bit scared in the dark were at a disadvantage if they didn't have curtains.

Standard of cleanliness / tidiness? (teacher & pupil) Very good

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Standard of Furnishing? Very good Some window blinds could be improved.

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..... Also - each toilet could do with a bin (for sanitary disposal)

SECTION 4: Catering / Meals

Were the meals of an adequate standard? Very good meals and very good portions

Was there enough to eat? YES - We were asked regularly if we needed food extra

Was the food served promptly? YES - Staff in the kitchen were always cheerful, polite and friendly.

Were all dietary requirements catered for? YES - including a nut allergy and one pupil who was not able to eat the choices - staff made him a sandwich.

How do you rate the packed lunches? N/A

Any other comments? The Head Chef, Ryan was delightful - he was professional and pleasant. Very impressed - really enjoyed the Chinese Chicken. The ladies who served breakfast and the man who served us during the barbeque were friendly, pleasant and looked after us well. They were lovely with the children too. Nash & Mergo were huge success with the

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: YES Professional: YES VERY GOOD

Were the Instructors motivating / clear / enthusiastic? Instructors were very good. Lewis in particular was superb explaining and encouraging the children on the obstacle course.

How do you rate the outdoor pursuits? EXCELLENT

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How do you rate the outdoor pursuit equipment? EXCELLENT

..... (left hand bow was difficult to use - arrows kept falling off)

What were your pupil's favourite outdoor pursuits? High Ropes, Canoe & Kayaking.

Are there any new outdoor pursuits you would like Manor Adventure to offer? Pupils would have liked mountain bikes but they were broken

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

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SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *All the activities*

Which aspect of your stay was least enjoyed? *We enjoyed it all.*

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

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?

It may be useful for each school to be assigned a groupie / leader who can more regularly liaise the teachers and be a key link for the pupils.

Where did you hear of Manor Adventure? *Changed from PGL after covid as the let school down with refunding holiday*

What were the reasons for choosing Manor Adventure? *payment*
Visited last year and really enjoyed it.

Which centre did you visit last year? *Lockerbie*

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:

** Scott was superb with several of our pupils when one had a wobble on the high rope **manor** it was patient and highly skilled in **adventure** de-escalating her fears to the extent that after getting off - she still went on to have another go - despite the delay it caused.*

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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

