

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 Manor DATES: 13-17 March

NAME OF ACCOMMODATION: 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

Did you find the brochure accurate and informative? Yes

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

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)? 2

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

Preview visit to the centre? n/a Have been before

SECTION 2: Arrivals

General Welcome: 1 ✓ Scott ✓ Fire Drill: 2

Room Allocation: 2 Introductory Talk: 5 Kids didn't know about boot room/shoes etc procedures

SECTION 3: Centre Facilities:

Pupil Accommodation: 4 Teacher Accommodation: 3

Washing & Toilet Facilities: 3 Cleanliness / Hygiene: Tired

The Grounds: 2 Catering: 2

Were there any accommodation problems? Terrible stench in A10 - not acceptable to arrive into such a situation. was remedied with help (Craig) on Mon + Tues.

Standard of cleanliness / tidiness? (teacher & pupil) Condensation & nuddy blinds and some broken ie privacy issues. Dusty under beds on arrival.

Standard of Furnishing? Basic 3

SECTION 4: Meals

Were the meals of an adequate standard? Child-friendly and always more than one option.

Was there enough to eat? Yes however lunchtime salad bar often empty and did not appear to be replenished.

Was the food served promptly? Yes, as promptly as possible.

Were all dietary requirements catered for? Yes, halal options have improved over the years.

How do you rate the packed lunches? N/a

Any other comments? We would appreciate a little flexibility to accommodate teachers, allowing them to be treated differently from children.

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?
Helpful: 1 Professional: Varied experience

Which Instructors were motivating / clear / enthusiastic? ✓ Craig, Jenny, Scott, Lewis X2 senior staff in particular were great but others struggled to engage and motivate children, even with teacher support. At times it may have helped to repeat instructions to learners

How do you rate the outdoor pursuits? Pupils + staff feel SURVIVAL + CAMP CRAFT not engaging enough - possibly could be? We are aware H+S comes first but there was lots of waiting time and not so much active time at most activities.

How do you rate the outdoor pursuit equipment? 2. Equipment fine however not enough waterproofs for water activities and some wet + cold due to this.
What were your pupil's favourite outdoor pursuits? Blind trail - everyone active. High ropes, abs, climb are exciting. Crate stack because all are active in same way.

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?
Ensure all staff are trained on how to motivate + support in all activities and all weather ie We heard instructors complaining of bad back and apologising in advance "in case this is boring"

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *Variety of activities*

Which aspect of your stay was least enjoyed? *Weather - out of your control!*

Hanging around at activities i.e. 1.5h zip wire and a single turn taken. Bikes with only 10 mins actual mountain biking
How do you rate the overall product on a value for money basis? *Good*

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?

- ① *Better signage in bathroom for ind. schools - we have requested this before.*
 - ② *Copy of brochures in dorm corridors for chn - we have requested before.*
 - ③ *Name tags to help us all identify instructors*
 - ④ *Wi-fi terrible - tricky to stay in touch with school + families.*
- Where did you hear of Manor Adventure? *Wala*
What were the reasons for choosing Manor Adventure? *cluster decision by Woodfarm Cluster*

Which centre did you visit last year? *Here*

What other visits does your school organise? *No other residentials*

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



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

