

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: 10 - 12<sup>th</sup> May 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

Did you find the brochure accurate and informative?  /

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

Tutorial videos to model activities .....

If you had a visit from one of our School Journey Advisors:

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)?  /

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

Preview visit to the centre?  /

### SECTION 2: Arrivals

General Welcome: 1 ..... Fire Drill: 1 .....

Room Allocation: 1 ..... Introductory Talk: 1 .....

### SECTION 3: Centre Facilities:

Pupil Accommodation: 1 ..... Teacher Accommodation: 2 .....

Washing & Toilet Facilities: 2 ..... Cleanliness / Hygiene: 2 .....

The Grounds: 1 ..... Catering: 1 .....

Were there any accommodation problems? Ensuite & First Aid kit in teacher pods .....

Standard of cleanliness / tidiness? (teacher & pupil) Shower rooms could be cleaned throughout stay .....

Standard of Furnishing? 3 .....

### SECTION 4: Meals

Were the meals of an adequate standard? 1 - Great variety for all, good home cooked food .....

Was there enough to eat? 1 - Great portion sizes, children offered "seconds" ~~if available~~ if available .....

Was the food served promptly? 2 - well organised .....

Were all dietary requirements catered for? 1 - All needs considered & met very well .....

How do you rate the packed lunches?  /

Any other comments?  /

### SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: 1 ..... Professional: 1 .....

Which Instructors were motivating / clear / enthusiastic?

Harry, Ben, Adam, Lewis, Tara, Rachel, Tommy, Nash, Tal .....

How do you rate the outdoor pursuits? 2 - challenge required for some children eg abseil/climbing wall .....

How do you rate the outdoor pursuit equipment? 1 .....

What were your pupil's favourite outdoor pursuits? Zip wire, Rock climbing, abseiling, obstacle course .....

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?

Children were disappointed to find out rifle shooting wasn't available .....

**SECTION 6: Overall Assessment**

Which aspect of your stay was most enjoyed? *Children loved the 'Pods' & outdoor activities*

Which aspect of your stay was least enjoyed? *Weather! (Obviously you have no control over this!)*

How do you rate the overall product on a value for money basis? *3 - accommodation, catering and activities excellent, feel becoming harder for parents to afford, maybe providing some kit would help eg. waterproo's so parents don't have to buy these*

Will you be considering a further visit with Manor Adventure? *Absolutely would return - miles better than alternatives we have been to recently*

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

*Outdoor games resources for Pod village eg. football, rounders equipment, Wifi for uploading pics & communicating with parents/school base. Kids have loved their stay!*

Where did you hear of Manor Adventure? *Visited before (Lockerbie)*

What were the reasons for choosing Manor Adventure? *quality of experience, other school promoting*

Which centre did you visit last year? *Wiston Lodge*

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: .....



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# 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