

We constantly strive to improve our high standards. Your comments are very important to us and will be assessed by our management team.

SCHOOL: L PARTY LEADER: ^  
CENTRE: MANOR ADVENTURE DATES: 27-29<sup>th</sup> September  
NAME OF ACCOMMODATION: MANOR LOCKERIE MANOR

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? N/A

How did you rate our pre-visit administration? 2

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: ✓ 3 A LITTLE HARD TO HEAR BUT FELT WELCOMED Fire Drill: ✓ 2 LEWIS WAS VERY HELPFUL + ACCOMMODATING DURING OUR WHOLE STAY

Room Allocation: ✓ 3 Introductory Talk: 1 WOULD HAVE APPRECIATED A LITTLE MORE TIME AS A CLASS BEFORE SENDING THEM STRAIGHT TO ACCOM

### SECTION 3: Centre Facilities

Pupil Accommodation 2 Teacher Accommodation: 2

Washing & Toilet Facilities: 2 Cleanliness / Hygiene: 1

The Grounds: 1

Were there any accommodation problems? /

Standard of cleanliness / tidiness? (teacher & pupil) BOTH SATISFACTORY

Standard of Furnishing? ADEQUATE

### SECTION 4: Catering / Meals

Were the meals of an adequate standard? MEALS ADEQUATE - WOULD APPRECIATE MORE OPTIONS FOR ALTERNATIVE DIET

Was there enough to eat? Yes, would have liked salad bar available at lunch and dinner

Was the food served promptly? Yes

Were all dietary requirements catered for? SEE COMMENT 1

How do you rate the packed lunches? N/A

Any other comments? SOME STAFF VERY HELPFUL WITH MEALS FOR OUR DIABETIC CHILD

Menu not the one we were sent prior to visit.

### SECTION 5: Centre Staff & Outdoor Pursuits

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

MET US FROM BUS + EFFICIENTLY SHOWED PROCEDURES + INFO PACK

How do you rate the Centre Staff / Instructors?

Helpful: 2 Professional: 1

Were the Instructors motivating / clear / enthusiastic? MOST - SOME INSTRUCTORS HARD TO HEAR / SPOKE A LITTLE FAST SOME STAFF WERE INCREDIBLE WITH OUR CHILDREN WHO HAVE ADDITIONAL SUPPORT NEEDS (ADAM + NASH)

How do you rate the outdoor pursuits? 1

How do you rate the outdoor pursuit equipment? 1

What were your pupil's favourite outdoor pursuits? ZIP LINE + CANOEING

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?

AREA FOR ADULTS TO SIT AT SOME ACTIVITIES THAT DID NOT HAVE THEM - I.E. LOW ROPES

**SECTION 6: Overall Assessment**

Which aspect of your stay was most enjoyed? ZIP LINE + CANOEING AS WE WERE ALL TOGETHER

Which aspect of your stay was least enjoyed? ✓

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?

WE HAVE REALLY ENJOYED OUR STAY + HAVE BEEN IMPRESSED WITH THE PROFESSIONALISM, ACCOMMODATION + EFFICIENCY OF MOST OF THE STAFF. OUR CHILDREN HAVE HAD AN INCREDIBLE TIME. WE MIGHT SUGGEST MORE CLEAR SHARING OF INFORMATION ABOUT ASN PUPILS BETWEEN INSTRUCTORS

Where did you hear of Manor Adventure? PREVIOUS BOOKING

What were the reasons for choosing Manor Adventure? PREV. GOOD EXPERIENCE

Which centre did you visit last year? LOCKERSBIE MANOR

What other visits does your school organise? DALGUISE (P7)

**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, 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

