

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

SCHOOL: [REDACTED] PARTY LEADER: [REDACTED]

CENTRE: Lackstone Manor DATES: 27 - 30 August

NAME OF ACCOMMODATION: Pod Village 1

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? N/A

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? N/A

How did you rate our pre-visit administration?

Customer Services (Bookings, payments, support)? 1 Excellent

Operations (Rooming, outdoor pursuit programmes, support)? 1 again excellent

Preview visit to the centre? N/A

SECTION 2: Arrivals

General Welcome: 1 excellent Fire Drill: 1 excellent

Room Allocation: N/A (pod village) Introductory Talk: 1 excellent informative

SECTION 3: Centre Facilities:

Pupil Accommodation: 1 Teacher Accommodation: 1

Washing & Toilet Facilities: 1 Cleanliness / Hygiene: 3

The Grounds: 1+ Catering: 2

Were there any accommodation problems?

Standard of cleanliness / tidiness? (teacher & pupil) 1 pods clean tidy and comfortable

Standard of Furnishing? 1 appropriate and comfortable

SECTION 4: Meals

Were the meals of an adequate standard? 2 If allocated time was 'lost' the choices were at times limited.

Was there enough to eat? 1 Children ate very well during their stay.

Was the food served promptly? 1

Were all dietary requirements catered for? 1

How do you rate the packed lunches? N/A

Any other comments? Perhaps 'Soup and Sandwich' choice could be offered more often for a 'light lunch'

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: 1+ Professional: 1+ most excellent

Which Instructors were motivating / clear / enthusiastic?

1+ All of the instructors were most excellent in both their approach to the children and their interaction with the children.

How do you rate the outdoor pursuits? 1+ great range / variety well organised, exceptionally well delivered

How do you rate the outdoor pursuit equipment? 1 high emphasis on safety and care of children

What were your pupil's favourite outdoor pursuits? Various favourites though all were enjoyable (Riddle board quite prominent in discussions)

Are there any new outdoor pursuits you would like Manor Adventure to offer? Perhaps create 'Tree Climbing' opportunities

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

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *All aspects were most enjoyable, children were well informed, looked after and had great fun.*

Which aspect of your stay was least enjoyed? *Timetable for lunch - allocation rushed at times*

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

Will you be considering a further visit with Manor Adventure? *Absolutely! Already booked!*

Have you any further general comments which you feel would be useful to us?
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Where did you hear of Manor Adventure? *This is our seventh year.*

What were the reasons for choosing Manor Adventure? *Highly recommended and recommendable*

Which centre did you visit last year? *Lockerbie Manor*

What other visits does your school organise?
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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

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NIC 26 AUG 2019

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COURSE REPORT FORM

PLEASE COMPLETE AND RETURN TO RECEPTION BY 10 AM ON DEPARTURE DAY



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