

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: Lockerbie DATES: 28/1/19 - 1/2/19
NAME OF ACCOMMODATION: Pod Village Lockerbie 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

Did you find the brochure accurate and informative? Yes - (2)
How could we improve our website, www.manoradventure.com?
Larger film on the website showing more of the pod village and the activities in action. (2)
If you had a visit from one of our School Journey Advisors: N/A
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)? All good (2)
Operations (Rooming, outdoor pursuit programmes, support)? All good (2)
Preview visit to the centre? N/A

SECTION 2: Arrivals

General Welcome: Very good - 2 Fire Drill: Very clear (2)
Room Allocation: Very good/organised (2) Introductory Talk: Very good (2)

SECTION 3: Centre Facilities:

Pupil Accommodation: (3) could have been a little warmer Teacher Accommodation (2)
Washing & Toilet Facilities: (1) Cleanliness / Hygiene: (1)
The Grounds: (1) Catering: (2)
Were there any accommodation problems? Teacher pods cold on first night, this was quickly sorted and extra heaters and duvets were provided (1)
Standard of cleanliness / tidiness? (teacher & pupil) Very clean accommodation and toilets - couldn't fault. Loads of hot water
Standard of Furnishing? Bit basic but functional. (4)

SECTION 4: Meals

Were the meals of an adequate standard? Meals were good. (3)
Plenty to eat, with seconds being offered.
Was there enough to eat? the staff were very kind and helpful.
Was the food served promptly? There was a timetable for meal times which worked very well. (1)
Were all dietary requirements catered for? Absolutely. The staff were fabulous and very accommodating with fussy eaters. (1)
How do you rate the packed lunches? N/A
Any other comments? The selection of fruit & salad was very good as was the selection of cold drink.

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?
Helpful: (1) Professional: (1)
Which Instructors were motivating / clear / enthusiastic?
All of the instructors we experienced were fabulous, very patient and enthusiastic. (1)
How do you rate the outdoor pursuits? Challenging, varied and very well organised. Good range of activities.
How do you rate the outdoor pursuit equipment? Equipment was of a very high standard and was obviously well maintained.
What were your pupil's favourite outdoor pursuits? They were all very popular - so couldn't pick.
Are there any new outdoor pursuits you would like Manor Adventure to offer?
Quad biking / Dirt biking Horse riding
Do you have any suggestions on how we could improve our product or outdoor pursuits?
Could a suitable glove be provided for some of the outdoor pursuits e.g. Tracks ladder, rock climbing as it can get very cold.

W/C 28 JAN 19



manor adventure

COURSE REPORT FORM

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *The overall experience was fabulous. Boot room/Drying room was great*

Which aspect of your stay was least enjoyed? *Pods too cold - especially childrens*

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

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

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

We liked how the manager checked in with us every night/day as did the person on duty. All staff were keen for us to have a great

Where did you hear of Manor Adventure? *Post - brochure - experience many years ago.*

What were the reasons for choosing Manor Adventure?

Great range of activities, giving pupils experience of being responsible, value for money.

Which centre did you visit last year? *Amsterdam - topic related school trip*

What other visits does your school organise? *Every second year we do a residential outdoor trip. The other year it's topic based - Anne Frank, Vikings York. London - Parliament etc.*

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: [Redacted]

Name: [Redacted]

Address: [Redacted]

Address: [Redacted]

Thank you all for making our trip so enjoyable
Alice Palmer
Head Teacher
Ambridge

manor adventure

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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