

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 MANOR DATES: 12-15 FEB 2019

NAME OF ACCOMMODATION: PV2

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?
WE DID NOT USE THE WEBSITE

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)? VERY GOOD 2

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

Preview visit to the centre? N/A

SECTION 2: Arrivals

General Welcome: 1 Fire Drill: 1

Room Allocation: 1 Introductory Talk: 1

SECTION 3: Centre Facilities:

Pupil Accommodation: 1 Teacher Accommodation: 1

Washing & Toilet Facilities: 1 Cleanliness / Hygiene: 1

The Grounds: 1 Catering: 2

Were there any accommodation problems? No

Standard of cleanliness / tidiness? (teacher & pupil) 1

Standard of Furnishing? 1

SECTION 4: Meals

Were the meals of an adequate standard? YES 1

Was there enough to eat? MOSTLY 2

Was the food served promptly? YES 1

Were all dietary requirements catered for? MOSTLY - CATERED

FOR BUT NOT MANY OPTIONS FOR VEGGARIANS / GLUTEN - MORE SIMPLE OPTIONS WOULD HAVE BEEN BETTER
How do you rate the packed lunches? N/A

Any other comments? MENU COULD HAVE BEEN MORE 'KID

FRIENDLY' - eg. PIZZA, NUGGETS, FISH FINGERS ETC. MANY FOODS CAME WITH A SAUCE WHICH CHILDREN WOULDN'T EAT e.g. DO A CHICKEN PLAIN WHERE SAUCE CAN BE ADDED

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: 1 Professional: 1

Which Instructors were motivating / clear / enthusiastic?

CHRIS*, SCOTT M, SCOTT D, MONTANA
CONNAN, JOE, THOM

How do you rate the outdoor pursuits? 2 - ACTIVITIES VERY GOOD

BUT A LOT OF WAIT TIME AT MOST, COULD THEY DO A WEE SOMETHING AS COLD TO STAND, BE INVOLVED?
How do you rate the outdoor pursuit equipment? 1

What were your pupil's favourite outdoor pursuits? JACOBS LADDER, ZIPLINE, ABSEILING, RAFT BUILDING, LOW ROPES, CRATE STACKING

Are there any new outdoor pursuits you would like Manor Adventure to offer?

GORGE WALKING

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

EVENINGS - POSSIBLY ADD A MOVIE NIGHT? WHICH WE AGREE WITH, WE UNDERSTAND INSTRUCTORS HAVE THIS AS HIGH PRIORITY HOWEVER SOME LACKED ENTHUSIASM TO GET CHILDREN GEARED UP FOR THE SESSION. WE FEEL SOME NEED TO

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? ...EXPERIENCE ACTIVITIES
CHILDREN WILL POSSIBLY NEVER DO AGAIN, SLEEPING IN PODS

Which aspect of your stay was least enjoyed? ...BRUSH / SHOWER HOSE
AVAILABLE AT PODS, ESPECIALLY FOR BOOTS WIPED DOWN

How do you rate the overall product on a value for money basis? ...2

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?

POSSIBLY A GAMES ROOM / AREA FOR QUIET TIME
WITH FRIENDS SO NOT HAVING TOO MANY KIDS IN PODS /
RUNNING AROUND ESPECIALLY IF WET.

Where did you hear of Manor Adventure? ...PREVIOUS VISIT

What were the reasons for choosing Manor Adventure? ...ENJOYABLE VISIT
LAST YEAR AND COULD ACCOMMODATE THE NUMBER
OF OUR CHILDREN IN THE ONE WEEK

Which centre did you visit last year? ...LOCKERBIE MANOR

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:

manor adventure

Head office: Culmington Manor, Craven Arms, Shropshire, SY7 9BY
Telephone: 01584 861333 Fax: 01584 861367 www.manoradventure.com

W/C 11 FEB 2019

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