

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: 25TH FEB - 1ST MAR
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? YES

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

IT WOULD BE USEFUL TO BE ABLE TO EDIT THE POWERPOINT PRESENTATION TO SUIT THE NEEDS OF THE SCHOOL.

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)? EXCELLENT.

Operations (Rooming, outdoor pursuit programmes, support)? EXCELLENT.

Preview visit to the centre? N/A.

SECTION 2: Arrivals

General Welcome: VERY GOOD Fire Drill: EXCELLENT

Room Allocation: VERY GOOD Introductory Talk: VERY GOOD

SECTION 3: Centre Facilities:

Pupil Accommodation: GOOD Teacher Accommodation: VERY GOOD

Washing & Toilet Facilities: EXCELLENT Cleanliness / Hygiene: EXCELLENT

The Grounds: EXCELLENT Catering: GOOD/VERY GOOD.

Were there any accommodation problems? THE CHILDREN COMPLAINED THE MATTRESSES WERE TOO HARD. WHEN WE RAISED A POD WINDOW NOT CLOSING, IT WAS DEALT WITH IMMEDIATELY + PUPILS RE-ROOMED.

Standard of cleanliness / tidiness? (teacher & pupil)

VERY HIGH STANDARD CONSIDERING THE NO. OF PUPILS + MUDDY CONDITIONS.

Standard of Furnishing? GOOD → STAFF POD COULD BE

MORE "HOMELY" → SOFTER SEATING. PUPIL PODS COULD BE HAD SOFTER MATTRESSES

SECTION 4: Meals

Were the meals of an adequate standard? YES! PUPILS WERE VERY IMPRESSED BY THE STANDARD OF MEALS + CHOICES.

Was there enough to eat? YOGHURTS / SOMETHING TO FOLLOW AT LUNCHTIME.

Was the food served promptly? YES - VERY MUCH SO. MUCH IMPROVED FROM LAST YEAR!!

Were all dietary requirements catered for? AGAIN - MUCH IMPROVED FROM LAST YEAR!! REALLY APPRECIATED THE EFFORTS TO PROVIDE ALTERNATE CHOICES.

How do you rate the packed lunches? N/A.

Any other comments? QUITE A LOT OF PORK ON THE MENU, ESPECIALLY CONSIDERING NO. OF PUPILS WHO VISIT THAT REQUIRE HALAL/KOSHER DIETS.

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: EXCELLENT Professional: EXCELLENT

Which Instructors were motivating / clear / enthusiastic?

IT IS TOO DIFFICULT TO PICK INDIVIDUALS OUT AS WE FOUND SO MANY OF THE INSTRUCTORS WERE FANTASTIC. ALL WERE VERY FRIENDLY + WELCOMING TO PUPILS + STAFF AGAIN - THIS WAS A BIG IMPROVEMENT ON LAST YEAR!

How do you rate the outdoor pursuits? FANTASTIC!

How do you rate the outdoor pursuit equipment? VERY WELL ORGANISED! WETSUITS WOULD BE A WELCOME ADDITION ESP. FOR THE WINTER SEASON.

What were your pupil's favourite outdoor pursuits? SOMETHING FOR EVERYONE! SUCH A VARIETY, WHEN ASKED, THE PUPILS ALL HAD DIFFERENT PREFERENCES.

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

HONESTLY CANNOT THINK OF ANY

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

AS ABOVE MENTIONED, WETSUITS FOR WATERSPORTS WOULD HAVE ENCOURAGED US TO SELECT MORE PORK OR LIKE

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *SEEING OUR PUPILS DEVELOP SKILLS, TEAMWORK + PUSH THEMSELVES. THE SENSE OF ACHIEVEMENT, WAS AMAZING + DOWN TO THE INSTRUCTORS!*
Which aspect of your stay was least enjoyed? *☺*

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

Will you be considering a further visit with Manor Adventure? *THIS TIME LAST YEAR, I WAS RELUCTANT, HOWEVER I AM SO GLAD WE RETURNED! LOOK FORWARD TO COMING BACK NEXT YEAR.*
Have you any further general comments which you feel would be useful to us?

THE NEW CENTRE MANAGER HAS MADE SUCH A DIFFERENCE TO THE OVERALL ORGANISATION AND ETHOS. HE IS VERY VISIBLE AND APPROACHABLE, MAKING US FEEL AT EASE. HIS VISION + VALUES ARE EVIDENT AND HIS CARE FOR
Where did you hear of Manor Adventure? *OUR PUPILS WAS SO APPRECIATED + NOTICED.*

What were the reasons for choosing Manor Adventure?

Which centre did you visit last year? *I VISITED HERE WITH ANOTHER SCHOOL BUT CRAIGHEAD WENT TO ARDENTINNY.*
What other visits does your school organise? *VISIT TO SPORTSCOTLAND AT INVERCLYDE. - 1 NIGHT RESIDENTIAL FOR P6's.*

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:



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

WIC 25 FEB 2019

manor adventure

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