

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: Locketie Manor DATES: 5/7/19 → 8/7/19

NAME OF ACCOMMODATION: Ground floor of manor. A1 → 14

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? 2

How could we improve our website, [www.manoradventure.com](http://www.manoradventure.com)?

I like the videos!

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? .....

How did you rate our pre-visit administration?

Customer Services (Bookings, payments, support)? 1

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

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: 1

Were there any accommodation problems? could do with bath-mats in children's room (or advise them to bring)

Standard of cleanliness / tidiness? (teacher & pupil) 1 - a squidgey mop would be useful for staff to use near drying room

Standard of Furnishing? 1 Suitable for the venue

### SECTION 4: Meals

Were the meals of an adequate standard? 1 Very much so!

Was there enough to eat? 1

Was the food served promptly? 1

Were all dietary requirements catered for? 1 Card system worked well. A big thank-you for sorting catering requests from fussy eaters!  
How do you rate the packed lunches? N/A

Any other comments? Great food!

### SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: 1 Professional: 1

Which Instructors were motivating / clear / enthusiastic?

Children loved dark haired Adam, Cat, Montanna and Chris stood out but all are a credit!

How do you rate the outdoor pursuits? Instructor enthusiasm impacts the overall experience for children. (On a scale from good to outstanding)

How do you rate the outdoor pursuit equipment? 1

What were your pupil's favourite outdoor pursuits? Kayaks, high ropes, blind fold; raft building

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

N/A

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

Some could do with more time - just as children get used to the skill, the activity ends - eg - rifles.

WIC 1 JULY 2019



# manor adventure

## COURSE REPORT FORM

### SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *Children being independent and getting a sense of achievement out of activities.*

Which aspect of your stay was least enjoyed? *Some children would have liked a longer 'free time' slot to play outside.*

How do you rate the overall product on a value for money basis? *Good for what is included.*

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?

*As schools are strict with risk assessments it would be handy to send this with the pack / e-mail it to school once booked. Catering staff were brilliant!*

*Friendly and accommodating.*  
Where did you hear of Manor Adventure? *Previous years visits.*

What were the reasons for choosing Manor Adventure? *We already know the excellent experience the children receive from previous visits. Excellent for independence and team building.*

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

What other visits does your school organise? *Low Bank Ground for Y5.*

### 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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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