

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: Lockhart Manor DATES: 8.7.19 - 12.8.19

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 - all info we needed. ①

How could we improve our website, www.manoradventure.com?
I didn't use the website. (Brochure)

If you had a visit from one of our School Journey Advisors:
Did he provide a fair description of our centre and product? Yes. ②

How professional was the Presentation Evening? ②

How did you rate our pre-visit administration?
Customer Services (Bookings, payments, support)? No Pre visit
Operations (Rooming, outdoor pursuit programmes, support)? No Pre visit
Preview visit to the centre? No Pre visit

SECTION 2: Arrivals

General Welcome: ① Fire Drill: ①

Room Allocation: ① Introductory Talk: ①

SECTION 3: Centre Facilities:

Pupil Accommodation: ① Teacher Accommodation: ②

Washing & Toilet Facilities: ① Cleanliness / Hygiene: ②

The Grounds: ① Catering: ②

Were there any accommodation problems? No. ①

Standard of cleanliness / tidiness? (teacher & pupil) ②

Standard of Furnishing? ②

SECTION 4: Meals

Were the meals of an adequate standard? ① - Lots of variety and choice.

Was there enough to eat? ① - Yes for adults. ② - for pupils (A few were hungry a little after eating evening meal.)

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? Very good system. maybe a larger room, 'battled' with another school for seats.

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?
Helpful: ① Professional: ① Amazing!

Which Instructors were motivating / clear / enthusiastic?
Scott M, Montana, ~~Scott~~ Jordan, Adam (Instructor), Chris, Simon + Scott D (All were SUPERB!)

How do you rate the outdoor pursuits? ② (Rifle / Archery shooting - children didn't have many gas.) ① - for all the others.

How do you rate the outdoor pursuit equipment? ① - Well kept + easy to use!

What were your pupil's favourite outdoor pursuits? Climb, Kayak, Archery, nature walk + Camp Craft.

Are there any new outdoor pursuits you would like Manor Adventure to offer? No. ①

Do you have any suggestions on how we could improve our product or outdoor pursuits?
Scott M - used cards during 'Camp Craft' which sparked very interesting debates on the equipment. This was BRILLIANT.

WIC 8 July 2019



manor adventure

COURSE REPORT FORM

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? ① Pupils challenging themselves on new + adventurous activity, + Helpful - Kind instructor

Which aspect of your stay was least enjoyed? We enjoyed it all!

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! ①

Have you any further general comments which you feel would be useful to us?
The staff we have worked with are all brilliant! Very knowledgeable and very good working with the children
Chris - accommodated EVERY need we had! ①

Where did you hear of Manor Adventure? Brochure to school.

What were the reasons for choosing Manor Adventure? Looked professional and well established

Which centre did you visit last year? N/A

What other visits does your school organise? Y5 - Tower Wood in the Lake District

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:



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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