

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: Locherbie Manor DATES: 22nd July

NAME OF ACCOMMODATION: Pods village 2

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?

If you had a visit from one of our School Journey Advisors:

Did he provide a fair description of our centre and product? Y

How professional was the Presentation Evening? -

How did you rate our pre-visit administration?

Customer Services (Bookings, payments, support)? Y

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

Preview visit to the centre? -

SECTION 2: Arrivals

General Welcome: 4/5 Fire Drill: N/A

Room Allocation: 4/5 Introductory Talk: 4/5

SECTION 3: Centre Facilities:

Pupil Accommodation: 1 Teacher Accommodation: 1

Washing & Toilet Facilities: 1 Cleanliness / Hygiene: 1

The Grounds: 1 Catering: 1 Amazing food!

Were there any accommodation problems? Pod village

dry room didn't seem to be working properly.

Standard of cleanliness / tidiness? (teacher & pupil) 4/5

Standard of Furnishing? 1 What is needed

SECTION 4: Meals

Were the meals of an adequate standard? Yes - very tasty food!

Catered for all needs!

Was there enough to eat? Yes! Plenty!

Was the food served promptly? Yes

Were all dietary requirements catered for? Yes

How do you rate the packed lunches? -

Any other comments? -

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: 1 Professional: 2

Which Instructors were motivating / clear / enthusiastic?

Tom, Beth Scotts, Mat, Chris,

Adam, Anna

How do you rate the outdoor pursuits? 1 - excellent facilities

How do you rate the outdoor pursuit equipment? 1 - Good equipment and resources.

What were your pupil's favourite outdoor pursuits? Water sports!

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

fencing (evening activity) Dixo games!

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

More variation and tailor games to older years (ie. manor games)

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *Pod village, water activities*

Which aspect of your stay was least enjoyed? *Drying room, long sleeves for all activities*

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

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?
Considering people's limits and not making people do activities if they are absent they don't want to

Where did you hear of Manor Adventure? *-*

What were the reasons for choosing Manor Adventure? *-*

Which centre did you visit last year? *Lockerbie*

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

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WIC 22 JULY 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