

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: Lockeerie DATES: 11 - 15 March

NAME OF ACCOMMODATION: House

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? N/A

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

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)? 1

Operations (Rooming, outdoor pursuit programmes, support)?

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? 4 FLOODED SHOWERS

Standard of cleanliness / tidiness? (teacher & pupil) VERY GOOD

Standard of Furnishing? SQUEAKY BENCHES FOR THE KIDS!

SECTION 4: Meals

Were the meals of an adequate standard? THEY ARE VERY GOOD

(THOUGH NOT QUITE AS GOOD AS LAST YEAR?) STAFF WERE VERY HELPFUL
Was there enough to eat? PLATES!

Was the food served promptly? MOSTLY - EARLY IN THE WEEK

WAS BETTER!

Were all dietary requirements catered for? YES

How do you rate the packed lunches? N/A

Any other comments? AS COMPARED TO OTHER YEARS THE DINING ROOM FELT UNDERSTATED AND SO DIDN'T RUN AS SMOOTHLY.

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: 1 Professional: 1

Which Instructors were motivating / clear / enthusiastic?

KIM SCOTT M CHRIS ADAM INSTRUCTOR CAR CONWAY ANTHONY JOE SAM & KAI

How do you rate the outdoor pursuits? VERY GOOD

How do you rate the outdoor pursuit equipment? VERY GOOD

LEFT PENCILS

What were your pupil's favourite outdoor pursuits? KAYAKS BUNGEE JUMPING SUPS HIGH ROPES MOUNTAIN BIKES OBSTACLE COURSE ZIP ASSEL

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

GIANT SWING QUAD BIKE TRAIL TRAPEZE

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

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? CHILDREN DOING ACTIVITIES & BEING CHALLENGED

Which aspect of your stay was least enjoyed? //

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

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?

WE FEEL THAT THE CENTRE FEEL SHORT STAFFED? LAST YEAR 2 ON THE GRATES ONE THIS YEAR & IT FEEL SLOWER? THE KIDS LOVE THE INSTRUCTORS SO IF THEY'RE REALLY BUSY THEY LOSE OUT A LITTLE. FRANKIE MORE VISIBLE THAN PREVIOUSLY WHICH WAS GOOD

Where did you hear of Manor Adventure? BEEN BEFORE

What were the reasons for choosing Manor Adventure? ENJOYED PREVIOUS VISITS

Which centre did you visit last year? LOCKERBIE

What other visits does your school organise? NO OTHER VISITS

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: Address: (crossed out)



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W/C 11 MARCH 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