

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 DATES: 11-15th March

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?
TICKETS ALL NEEDS

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

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

How professional was the Presentation Evening?

How did you rate our pre-visit administration?

Customer Services (Bookings, payments, support)?

Operations (Rooming, outdoor pursuit programmes, support)?

Preview visit to the centre?

SECTION 2: Arrivals

General Welcome: GOOD Fire Drill: GOOD

Room Allocation: GOOD Introductory Talk: GOOD

SECTION 3: Centre Facilities:

Pupil Accommodation: GOOD * Teacher Accommodation: GOOD

Washing & Toilet Facilities: V GOOD Cleanliness / Hygiene: * Cleaner just once, empty bins, clean toilet

The Grounds: V GOOD Catering: N/A

Were there any accommodation problems? - WATER - BOYS shower block

Issue with door locks in pods - children found it v. difficult to open locks - ⑤ pods got locked in

Standard of cleanliness / tidiness? (teacher & pupil) to open locks - ⑤ pods

Standard of Furnishing? during 5 day visit fire concern???

GOOD

SECTION 4: Meals

Were the meals of an adequate standard? Very Good

Was there enough to eat? YES

Was the food served promptly? YES

Were all dietary requirements catered for? YES

How do you rate the packed lunches? N/A

Any other comments? Very child friendly!

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: Very Good Professional: Excellent

Which Instructors were motivating / clear / enthusiastic?

Montanna / Connah / Scott M / Scott D / Lewis

Ben / Adam / Chris

How do you rate the outdoor pursuits? Very Good

How do you rate the outdoor pursuit equipment? Very Good

What were your pupil's favourite outdoor pursuits? Zip Wire / Obstacle Course / Hand up Paddle Board

Are there any new outdoor pursuits you would like Manor Adventure to offer? NO

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

Timetabling (Water activities - back to back??) on same day

As mentioned above it would have been beneficial to get bins emptied and toilet/shower blocks cleaned at least once during 5 day visit

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *Encouraging nature of all the instructors / Can do attitude from all other staff members*

Which aspect of your stay was least enjoyed? *Thought some of the timing during and between activities could be tweaked??*

How do you rate the overall product on a value for money basis? *VERY 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 would like to thank everyone involved for a fab week! - You also have a gem in your receptionist!! - Treat her well!!!*

Where did you hear of Manor Adventure? *ANOTHER SCHOOL*

What were the reasons for choosing Manor Adventure? *- VARIETY OF ACTIVITIES - DIFFERENT LOCATION TO USUAL CENTRE*

Which centre did you visit last year? *DALGUISE*

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: */*

Thank -> Is there any other way this could be organised? - v. time consuming!!

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