

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: 13th - 15th Nov 19

NAME OF ACCOMMODATION: Pod Village

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? N/A

How professional was the Presentation Evening? N/A

How did you rate our pre-visit administration?

Customer Services (Bookings, payments, support)? Excellent

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

Preview visit to the centre? N/A

SECTION 2: Arrivals

General Welcome: 2 Fire Drill: 2

Room Allocation: 2 Introductory Talk: 2

SECTION 3: Centre Facilities:

Pupil Accommodation: 3 Teacher Accommodation: 1

Washing & Toilet Facilities: 1 Cleanliness / Hygiene: 1

The Grounds: 1 Catering: 1

Were there any accommodation problems? Heating in the children's Pods
missing blinds in children's Pods

Standard of cleanliness / tidiness? (teacher & pupil) very good

Standard of Furnishing? Fine. Mirrors in Teacher's Pod 😊

SECTION 4: Meals

Were the meals of an adequate standard? Yes

Was there enough to eat? Yes

Was the food served promptly? Friendly, helpful staff.

Lovely menu / with the children

Were all dietary requirements catered for? Yes!

How do you rate the packed lunches? N/A

Any other comments? Lovely home cooked 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?

Chris, Lewis, Natalie, Jack, Stephen (seven!)
Joe B, Joe D. All lovely!

How do you rate the outdoor pursuits? 1

How do you rate the outdoor pursuit equipment? 1

What were your pupil's favourite outdoor pursuits? canoe / kayak

Low Ropes, Initiative

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

Happy with what's offer

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

Common Room to project photos.

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *All of it!*

Instructors, gear with the kids.

Which aspect of your stay was least enjoyed? *The cold, outside*

How do you rate the overall product on a value for money basis? *1*

Super value for money.

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?

Where did you hear of Manor Adventure? *Email.*

What were the reasons for choosing Manor Adventure? *value, location*

Which centre did you visit last year? *NA*

What other visits does your school organise? *Y2 residential to Bassenfell Manor*

Y3 St James, Y4 Emeraldale - Giller Tarn

Y6 Newcastle - Euro Hostel, Y5 Lockerbie Manor

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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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