

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: 16-18 Sept 2019

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, 1

How could we improve our website, www.manoradventure.com?  
No issues.

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: 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: 1

Were there any accommodation problems? NONE

Standard of cleanliness / tidiness? (teacher & pupil) V. Good

Standard of Furnishing? Totally adequate - no problem except...  
(No spoons in the teacher lounge)

### SECTION 4: Meals

Were the meals of an adequate standard? 1

Was there enough to eat? 1

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? no v. friendly catering staff - couldn't do enough for us - excellent.

### SECTION 5: Centre Staff & Outdoor Pursuits

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

Which Instructors were motivating / clear / enthusiastic?  
Scott was outstanding with shy students on Initiative.  
Ashley good over a range of activities. Simon great on climbing  
cat great on Initiative 1  
How do you rate the outdoor pursuits? 1

How do you rate the outdoor pursuit equipment? 2

What were your pupil's favourite outdoor pursuits? Varies across the group

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?  
No

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *Great experience overall*

Which aspect of your stay was least enjoyed? *No real low points*

How do you rate the overall product on a value for money basis? *It's not cheap but it's worth it and we would happily recommend it*

Will you be considering a further visit with Manor Adventure? *Yes we're booking it now*

Have you any further general comments which you feel would be useful to us?  
*Thanks to Jillian for rearranging the activity programme at the last minute due to a breakdown in communication at Cransbury's end. Much appreciated*

Where did you hear of Manor Adventure? *on line*

What were the reasons for choosing Manor Adventure? *Good overall package, great location, terrific accomodation at the Pod Village 1.*

Which centre did you visit last year? *Here*

What other visits does your school organise? *Overseas Cultural and skiing*

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? *NA*

Name: ..... Name: .....

Address: ..... Address: .....



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W/C 16 SEPT 19

# manor adventure

## COURSE REPORT FORM

For



Culmington Manor, England



Lockerbie Manor, Scotland



Abernant Lake Hotel, Wales

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