

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 MANOR DATES: 12-14 July 2019

NAME OF ACCOMMODATION: .....

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? 1

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? .....

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? N/A

We have been really impressed with all our communications with Manor Adventure - really excellent

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: 5 Cleanliness / Hygiene: .....

The Grounds: 1 Catering: 1

Were there any accommodation problems? In B3 we've had to screw in 2 bed frame ladders (just one of the screws on each ladder), B19 one of the bunk beds is loose immediately in of door.

Standard of cleanliness / tidiness? (teacher & pupil) 1 As ever - amazing.

Standard of Furnishing? 1 loved the panels by the stair walls - looks fantastic plus the nice study shelves in the boot room.

SECTION 4: Meals

Were the meals of an adequate standard? 1 Fantastic 'gorgeous' said Head Girl! Really nice varied choices

Was there enough to eat? 1

Was the food served promptly? 1

Were all dietary requirements catered for? 1 Brilliant - loved the card for our gluten free child.

How do you rate the packed lunches? N/A

Any other comments? THANK YOU for doing lots of TOAST for our little Y3 who ate it at every meal time. MASSIVE THANK YOU for helping sort the vomit.

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: 1 Professional: 1

Which Instructors were motivating / clear / enthusiastic? Everyone we've worked with over the weekend has been AMAZING - thank you so so much for all your support for all, especially our Y3 boy!

How do you rate the outdoor pursuits? Challenging; well paced, great progression (too tired to spell!)

How do you rate the outdoor pursuit equipment? Good - plus appreciated the wasp check on obstacle course.

What were your pupil's favourite outdoor pursuits? All of them - they have all made the most amazing progress and worked hard.

Are there any new outdoor pursuits you would like Manor Adventure to offer? dry ski slope; ice skating; roller skating.

Do you have any suggestions on how we could improve our product or outdoor pursuits? Please do bespoke team building weekends for workers.

we really valued the pictures of staff - what a great idea! Plus we've enjoyed all the positive changes since our last visit.

Thank you for your welcome to Tim our NEW Head teacher. He loved spending the day with us and was very impressed with the centre. He says thanks for permission to do drone filming.

WIC 8 JULY 2019



# manor adventure

## COURSE REPORT FORM

PLEASE COMPLETE AND RETURN TO RECEPTION BY 10 AM ON DEPARTURE DAY



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

### SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? All staff, no matter <sup>what</sup> their role in the Manor, have been so welcoming and friendly.

Which aspect of your stay was least enjoyed? Tuck Shop - for us we'll probably do no tuck shop next year as we can't cope with a sugar rush.

How do you rate the overall product on a value for money basis? Excellent - you pay for what you get or is it you get what you pay for? (we are so tired!)

Will you be considering a further visit with Manor Adventure? You bet - you'll not keep us away!!

Have you any further general comments which you feel would be useful to us?

door stop for the Douglas room; Where are the lights in the teacher lounge (sp?) we'd love breakfast for 0730 both days next time we stay !! \* FOR CHILDREN WHO HAVE PROCESSING DIFFICULTIES, HAVE A WRIST BAND WITH PICTURES ON IT OF WHAT THEY NEED FOR ACTIVITIES \*

Where did you hear of Manor Adventure? Can't remember but it was a brochure?

What were the reasons for choosing Manor Adventure? Our 1st pre-visit in 2016 was so well organized you made us welcome plus we had a visit from a school journey advisor.

Which centre did you visit last year? HERE!! - Lockerbie

What other visits does your school organise? None - why would we when you are so brilliant!?

### 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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Head boy and Head girl would like you to know that they have REALLY enjoyed their visit and they thank you very, very, very, very, very much!