

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: 4th March - 8th March
NAME OF ACCOMMODATION: Manor

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?

Suggestion Include social stories explaining the day/activities/ perhaps some of the instructions for activities to support ASD pupils. Video clips - instructor explain activities so well.

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

Did he provide a fair description of our centre and product? 1

How professional was the Presentation Evening? 1

How did you rate our pre-visit administration?

Customer Services (Bookings, payments, support)? 1

Operations (Rooming, outdoor pursuit programmes, support)? 1

Preview visit to the centre? 1

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? Blocked shower drains only - fixed very quickly.

Standard of cleanliness / tidiness? (teacher & pupil) Excellent - have keeping emptied bin - thank you.

Standard of Furnishing? Excellent - especially the picture frames! 😊

SECTION 4: Meals

Were the meals of an adequate standard? Meals were delicious - chef adapted menu as best as he could for our Halal children. As a lot of halal chn. would be good to explore the range of ~~halal~~ more common halal food.
Was there enough to eat? Plenty to eat - went home full!

Was the food served promptly? Yes

Were all dietary requirements catered for? Yes - loved the cards

How do you rate the packed lunches? N/A

Any other comments? Thank you for feeding us well

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, Chris, Connah (high ropes), Luke, Lewis, Scott M. Craig (hillwalk), Adam, Thom, Adam (high ropes)

How do you rate the outdoor pursuits? Good activities - a prompt start for each session would be better. (Wanted 15mins on one session for instructor to come).

How do you rate the outdoor pursuit equipment? Excellent

What were your pupil's favourite outdoor pursuits? High ropes, stacks

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

Do you have any suggestions on how we could improve our product or outdoor pursuits? More engaging hillwalk - perhaps less long stops.

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *Activities*

Which aspect of your stay was least enjoyed? *Waiting around to start activities*

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

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? *Authority*

What were the reasons for choosing Manor Adventure? *Excellent accomodation, helpful staff, going above and beyond expectations, Thank you to all. Thank you so much for use of the dryer.*

Which centre did you visit last year? *This one*

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 you to everyone who made this experience so memorable for our pupils.

W/C 4 MAR 2019

manor adventure

COURSE REPORT FORM

For



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