

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: Loxertie DATES: 25/3/19  
NAME OF ACCOMMODATION: PV2

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?

N/A Very useful - good for parents

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

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

How professional was the Presentation Evening? NA

How did you rate our pre-visit administration?

Customer Services (Bookings, payments, support)? Very good

Operations (Rooming, outdoor pursuit programmes, support)? Very good

Preview visit to the centre? NA

### SECTION 2: Arrivals

General Welcome: Very good Fire Drill: Very good

Room Allocation: Very good Introductory Talk: Very good

### SECTION 3: Centre Facilities:

Pupil Accommodation: VG Teacher Accommodation: VG

Washing & Toilet Facilities: VG Cleanliness / Hygiene: VG

The Grounds: VG Catering: VG

Were there any accommodation problems? No

Standard of cleanliness / tidiness? (teacher & pupil) No issues

Second bin in PV2 would be useful to help children keep outside area tidy

Standard of Furnishing?

Some outside storage benches missing/damaged

### SECTION 4: Meals

Were the meals of an adequate standard? Yes

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? NA

Any other comments? All staff and pupils spoke extremely highly of the quality of meals.

### SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: VG Professional: VG

Which Instructors were motivating / clear / enthusiastic?

\* Cat \* Anthony, Scott (both), Lewis, Adam

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? Abseil, paddle board, canoe/kayak, ziplines

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

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

Some activities take a while to get going. Would be good to maximise time for the biggest number of times for children

**SECTION 6: Overall Assessment**

Which aspect of your stay was most enjoyed? *Wide selection of activities and instructors (and the food!)*

Which aspect of your stay was least enjoyed?

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

Will you be considering a further visit with Manor Adventure? *Yes - booked for next year*

Have you any further general comments which you feel would be useful to us?  
*Blinds in staff bedrooms windows would give more privacy.  
A great week - thank you!*

Where did you hear of Manor Adventure? *Repeat visit*

What were the reasons for choosing Manor Adventure? *As above*

Which centre did you visit last year? *Lockerbie*

What other visits does your school organise? *Local trips throughout the year*

**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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WIC 25 MARCH 19

# 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