

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: 28-31<sup>st</sup> May 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? 2

How could we improve our website, www.manoradventure.com?

Pictures of each activity (or some)

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

Did he provide a fair description of our centre and product? 2

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)? 2

Preview visit to the centre? N/A

### 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? Staff room could do with a low window that looks out to the pods so we can see they aren't out of pods

Standard of cleanliness / tidiness? (teacher & pupil)

Excellent - so glad to have good showers!

Standard of Furnishing? Excellent in pod village.

We were not told staff didn't need to bring dust +

### SECTION 4: Meals

Were the meals of an adequate standard? Excellent food all week

Was there enough to eat? Yes - seconds often given + children ate lots - loved fruit being available

Was the food served promptly? Yes - always prompt  
Friendly staff!

Were all dietary requirements catered for? Yes

How do you rate the packed lunches? N/A

Any other comments? Food was lovely + there was lots of it.  
Great range of food offered.  
Fab breakfasts!

### SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: 2 Professional: 2

Which Instructors were motivating / clear / enthusiastic?

Cat, Jordan, Matt, Nat, Joe, Scott  
Montanna

How do you rate the outdoor pursuits? 2 - lots of variety

How do you rate the outdoor pursuit equipment? 2

Some waterproof jackets are a bit old

What were your pupil's favourite outdoor pursuits? Kayaking

Abseiling Mountain biking Crate stack

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?

Allow Jacob's Ladder + High Ropes  
Children disappointed they couldn't do high ropes.



WIC 27 MAY 2019

# manor adventure

## COURSE REPORT FORM

### SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *Pod Village - children loved the freedom + being able to play before bed.*

Which aspect of your stay was least enjoyed? *I experience with an instructor - spoke to Craig about it.*

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

Will you be considering a further visit with Manor Adventure? *Yes - to the pods again.*

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

*Less instructors working with each school - would be able to build a better bond + instructors would get to know kids better. Would have same instructors more often.*

Where did you hear of Manor Adventure? *Another school - West Primary <sup>Basley</sup>*

What were the reasons for choosing Manor Adventure?  
*Pod Village Range of activities*  
*Good food reviews*

Which centre did you visit last year? *Ardentiny*

What other visits does your school organise?  
*Edinburgh Theatre Trips*  
*England Football Trips*

### 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**

Head office: Culmington Manor, Craven Arms, Shropshire, SY7 9BY  
Telephone: 01584 861333 Fax: 01584 861367 www.manoradventure.com

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