



12 May 2022

School trip cancelled with 1 working days notice

Our school has been using pgl for many years for a year 6 adventure.

Today pgl have cancelled the adventure which should start on Monday with 1 working days notice leaving 60 kids devastated, teachers now having to frantically come up with things to do next week with them at such short notice and parents having to cancel plans made because they will no longer be child free for the week. It was supposed to be a well earned treat after their sats and instead excitement has turned to tears

I can't believe that so many staff have fallen ill in one day that they don't have enough to run the activities or can't get staff from other locations . To cancel at such short notice is despicable . I think the school will have second thoughts next year

Date of experience: 12 May 2022

Reply from PGL Travel

20 May 2022

We apologise unreservedly and are devastated at having to make the difficult and exceptional decision to cancel a school trip at late notice.

Despite the intensity of our efforts and careful planning, like many hospitality businesses across the UK, we're grappling hard with complex recruitment and higher than usual levels of employee sickness, to ensure we deliver the high standards of safety and quality that schools would expect.

We fully accept that these are our challenges to overcome and are deeply disappointed that we haven't managed to, in this instance. We are working closely with the school to provide a positive outcome for all involved, including assessing alternative dates and locations for a trip before the end of the school year. If we are unable to provide a suitable alternative, we will be providing a full refund to the school.



Updated 25 Jun 2022

DONT GO TO BARTON HALL PGL

The camp of PGL in barton hall was awful for my age (year8). I found that there was no variety of food as it was only sausages. When lining up for lunch we were forced into singing "have you ever seen a penguin come to tea" every activity we did wasn't the greatest we had to sing this song going " THIS IS A SING LOUDER THAN ME SONG WHAT IS IT" and also the PGL staff made us clap 1 to make sure we are listening and then made us clap 10 times thats when they acted like we were clapping for them. Also the activitys we did in our free time was like stacking shoes up in a pile and who could make it the highest and acting like we were pregnant chickens giving birth and then becoming a t-rex

Date of experience: 24 June 2022



1 Jan 2023

Pgl is not what it seems...

Pgl was the worst thing I ever experienced and I was only there for 2 days! Reasons the food is not good and the juice has been waterd down and all the good food is given to the families at pgl because the adults would go ballistic.The rooms are filthy. When I came there there was dust everywhere, poop on the walls lumpy beds ,unsanitary bathrooms and get this they expect us to drink water out of the bathroom!Also there is creepy messages and candy on the beds.The nights are cold and the activities were traumatising.If I was you I wouldn't go and I want a refund!
:Nini age 12

Date of experience: 16 July 2022



Worse than hell itself

If you wanted to torture someone here's the place to come to. We arrived on Monday around lunchtime for our rooms not to be ready until later on the activities were very childish and they made us two games like three-year-olds to get our food.

The rooms were disgusting and small and they hadn't been properly cleaned and they couldn't be bothered to make our beds which we had to make herself, they are very unstable and uncomfortable to sleep on. Everyone in our school trip moaned about it and even the teachers knew you wanted to go home. If you wanna be happy don't come.

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Date of stay: June 2022



Response from PGL Travel, Other at PGL Barton Hall

Responded 5 Aug 2022

We are sorry to hear that there were elements of your school trip that you did not enjoy whilst at Barton Hall.

As a company, we will always contact schools following a trip to ask for their feedback. This is to ensure that we address any issue experienced so we can continue to provide the best experience for our guests. We would be grateful if you would contact us directly at tripadvisor@pgl.co.uk to let us know the school that you attended PGL with so we can add this to any feedback received.



Don't waste your time or money

Where do I begin? My group arrived on Monday at around 11 o'clock after a 2 hour coach ride. We were greeted by PGL staff who then told us that our "rooms" weren't ready, therefore we had to go and dump our bags in a dusty hall. After this, we had lunch (a packed lunch which we brought ourselves, the only edible meal we had) in the heat as there was no shade available. After lunch, we proceeded to our activities - Survivor (making dens in the wood) & Passport To The World (A scavenger hunt). We then were given the keys to our rooms. Me and my 4 roommates made our way to our rooms. We were placed in the 'north wing'. I unlocked the door to find 3 metal bunk beds, with the sheets and duvet and pillow dumped on top, crammed into a room that should only fit 1 bunk bed, maybe 2 at the most. After speaking to some of the other children, I found out that PGL had put 7 people in a room for 6 people, therefore there were two people in one bed. As my school paid extra to have the sheets, duvet and pillow provided by PGL, I wish we hadn't and just bought our own stuff because nearly every sheet was stained and one duvet was stained too, and there were also stains on the walls. Not good enough as we were told our rooms weren't ready at 11am, when they tell you that you need to have cleared out your stuff by 9am, and we didn't get into the rooms until 5pm? I didn't know that it took 8 hours to dump some sheets and duvets onto the beds. We put down our stuff, (one bag each) and then could hardly move around the room. After this, I went into the bathroom. The paint was peeling and the bath/shower was full of hair. The bath/shower would fluctuate between freezing cold and boiling hot and hadn't been refurbished since at least the 1980s. The toilet was also awful, and none of the 3 windows in the whole of the room would open, and they were covered in bugs. Not good for a stay at the end of June when it was quite hot and stuffy. Having made only 3 out of the 6 bunks, we were called down to dinner. We had to wait outside in the heat for at least 20 minutes, singing, until our school was allowed in. I have no problem with singing, but our group of 13 year olds obviously did not want to sing and would have much preferred to talk for those 20 minutes. When we finally got into the dining hall, we were met with rude servers and some overly processed sausages and lumpy mash. I only ate the mash as the sausages were awful, and although I was not wanting seconds, the rude servers denied anyone seconds, even though all that we had had for dinner was one sausage and a minuscule portion of mash - not enough food for growing teenagers. After this, we were told we had an evening activity called 'Splash'. Me, and many others, assumed this may be something to do with water, maybe some time in the pool? No. It was relay races and stacking shoes clearly aimed at 8 year olds, not Year 8s. Our head of year could tell that no one was enjoying it, therefore had to tell the PGL staff who reluctantly let us stop and play with balls instead. We then went to bed where I hit my head many times on the metal bunk bed.

The next morning, we woke up and went to breakfast, which was sausages and hash browns. I didn't fancy sausages after the night before so I got some cereal, but then found out that there was no milk left so I had to eat it dry. I then walked over to get some toast which was about the only edible thing. We then had a day of activities: Sensory Trail, Jacob's Ladder, Snapshot (another scavenger hunt) and Abseiling. All activities were around 1hr 30m but my group of 10 children only got 1 go each on the abseiling. Lunch was Hot Dogs - highly processed frankfurters and a vegetarian option which looked like play dough. After a day of more miserable activities, our group leader expressed to the PGL staff that we were disappointed that our timetable didn't include a go on the Giant Swing, Zipwire, Trapeze, Kayaking, or in the pool, (activities that many of us had bought long sleeved tops or waterproofs for, as they were on the kit list provided by PGL) and instead our timetable had scavenger hunts aimed at younger children. Of course, they did nothing. Dinner was, you guessed it, sausage pasta. Our evening activity was a so called 'Disco'. The songs were so old and off of a CD, the PGL staff were dressed in banana costumes and screaming into the microphones so much that our ears hurt. It was so hot in the hall that everyone had headaches. We then went to bed again in our hot and stuffy room.

Breakfast the next day was sausages again, and unlike the day before, they wouldn't let us, 13 year olds, touch the toaster. Instead we had to wait for the PGL staff to make the toast, of which we were only allowed one slice each. For a group where everyone is trusted to use a toaster at school, it didn't make much sense. We then went to do team building, which was a little bit pointless as we were leaving after lunch. Then we did climbing, which would've been the only decent activity that we did, but the PGL staff were rude and refusing to tighten our harnesses. After a lunch of sloppy and watery pasta bolognese, which was not much better than the sausages to be honest, we went to get our bags and put them on the coach. On our way to get our bags, we were met by the horrifying sight of about 100 cardboard boxes of sausages sitting out in the 30°C heat. One member of our group had lost one of their bags, to which one of the PGL staff made a comment along the lines of 'it's your own fault not ours', even though we were still under their care and our bags were in their facility. We then left, cheering that we had finally left the place. I can assure you that our school will not be returning, and I recommend that you don't go to Barton Hall either. Since leaving, the member of the group who lost their bag has contacted PGL, but to no surprise, there was no reply.

[Read less](#) ▲

Date of stay: July 2022



Response from PGL Travel, Other at PGL Barton Hall

Responded 5 Aug 2022

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