

We constantly strive to improve our high standards. Your comments are very important to us and will be assessed by our management team.

SCHOOL: PARTY LEADER:
CENTRE: Northfolk Lakes DATES: 10-14 Feb
NAME OF ACCOMMODATION: Grobe 1-3

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?

As it was our second visit I only used it to show the video.

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

Did he provide a fair description of our centre and product? N/A

How professional was the Presentation Evening? N/A

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? Didn't have one this year

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: 2

Were there any accommodation problems? Heating in Grobe 1 and leak on adult door Grobe 1 - dealt with as soon as we reported it.

Standard of cleanliness / tidiness? (teacher & pupil) 1

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Standard of Furnishing? 1

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SECTION 4: Meals

Were the meals of an adequate standard? 1

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Was there enough to eat? Because we had dinner early (1715), children were hungry after final activity so a snack then would have been great. Plenty of food at each meal though.

Was the food served promptly? 1

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Were all dietary requirements catered for? 1

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How do you rate the packed lunches? N/A

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Any other comments? Thank you to all the catering staff who went out of their way to accommodate all needs and always served us with a smile!

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SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: 1 Professional: 1

Which Instructors were motivating / clear / enthusiastic?

All were excellent - it would be impossible to choose. Thank you so much to all.

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How do you rate the outdoor pursuits? 1

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How do you rate the outdoor pursuit equipment? 1

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What were your pupil's favourite outdoor pursuits? Canoeing, obstacle course, high ropes, rifles

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Are there any new outdoor pursuits you would like Manor Adventure to offer? No

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

No

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SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *Relationships with staff.*

Which aspect of your stay was least enjoyed? *Can't think of anything.*

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

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?
Everything has been great. The only suggestion would be providing a small snack in the evening.

Where did you hear of Manor Adventure? *We came last year.*

What were the reasons for choosing Manor Adventure? *The selection of outdoor activities. Having come last year we wanted to return.*

Which centre did you visit last year? *Norfolk Lakes.*

What other visits does your school organise? *Educational trips - museums etc. Currently no other outdoor adventure 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

manor adventure

COURSE REPORT FORM

For



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