

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: 1

CENTRE: NORFOLK LAKES DATES: 16.03.20 - 19.03.20

NAME OF ACCOMMODATION: Kingfisher 102

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 - Helpful

How could we improve our website, www.manoradventure.com?
Seems ok. Quite informative

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

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

How professional was the Presentation Evening? Good - able to answer questions

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? - N/A

SECTION 2: Arrivals

General Welcome: 1 Fire Drill: 2

Room Allocation: 2 Introductory Talk: 1/2

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? None at all

Standard of cleanliness / tidiness? (teacher & pupil) 1 - Very well presented

Standard of Furnishing? Good. Quite new

SECTION 4: Meals

Were the meals of an adequate standard? Very good. Good selection

Was there enough to eat? Plenty!

Was the food served promptly? Efficient timetable system

Were all dietary requirements catered for? Yes. Good Vegan/Veg selection. (Could provide more veg only?)

How do you rate the packed lunches? N/A

Any other comments? -

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: 1 Professional: 1 G-Rifles - good

Which Instructors were motivating / clear / enthusiastic? Sean - Video session (patient)

James - generally helpful at all times.

Will - very engaging climbing session (evening)

How do you rate the outdoor pursuits? 2 - some a little

slow to start (trying to think of something)

How do you rate the outdoor pursuit equipment? Good condition

What were your pupil's favourite outdoor pursuits? SUP, Climbing, Rifles, foraging

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

Do you have any suggestions on how we could improve our product or outdoor pursuits? Add bells to top of climbing walls

Severage had - not well explained - left to wait for coaches - Charlie

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *Food was enjoyed by all - kitchen staff really good.*

Which aspect of your stay was least enjoyed? *Scavenger hunt - not engaging enough.*

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

Will you be considering a further visit with Manor Adventure? *Yes. In summer.*

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

Where did you hear of Manor Adventure? *Previous school trip*

What were the reasons for choosing Manor Adventure? *Alternative to usual provider -*

Which centre did you visit last year? *- N/A*

What other visits does your school organise? *Hilltop, Aylmerton, Kingswood.*

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