

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: Norfolk Lakes DATES: 16th - 18th March 2020
NAME OF ACCOMMODATION: Susan / Grebe

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? |
How could we improve our website, www.manoradventure.com?
Maybe more pictures/videos of activities to help choose
If you had a visit from one of our School Journey Advisors:

Did he provide a fair description of our centre and product?
How professional was the Presentation Evening?

How did you rate our pre-visit administration?

Customer Services (Bookings, payments, support)? Excellent ①
Operations (Rooming, outdoor pursuit programmes, support)? Excellent ①
Preview visit to the centre? N/A (Staff had been before)

SECTION 2: Arrivals

General Welcome: | Fire Drill: |
Room Allocation: | Introductory Talk: |

SECTION 3: Centre Facilities:

Pupil Accommodation: | Teacher Accommodation: |
Washing & Toilet Facilities: 3 No soap in kids' bathrooms Cleanliness / Hygiene: |
Could soap be on packing list?
The Grounds: | Catering: |

Were there any accommodation problems? Temperature of rooms - in adult room unable to open sliding doors so was really hot but was fixed quickly.

Standard of cleanliness / tidiness? (teacher & pupil) | Cleaning very regularly, really happy

Standard of Furnishing? |

SECTION 4: Meals

Were the meals of an adequate standard? |

Was there enough to eat? |

Was the food served promptly? |

Were all dietary requirements catered for? |

How do you rate the packed lunches? N/A

Any other comments? Really nice food + staff were lovely

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: | Professional: |

Which Instructors were motivating / clear / enthusiastic? Courtney + Callum very helpful when we had children with difficulties. Lydia was very clear + well organised. Aaron, Will really good instructors. Dave really good.

How do you rate the outdoor pursuits? |

How do you rate the outdoor pursuit equipment? |

What were your pupil's favourite outdoor pursuits? Watersports, Low Ropes Survival

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

It's a very good offer!

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

Gloves for watersports - either on kit list or provided.

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *One teacher overcame fear of heights + climbed the wall! Teamwork has improved. Children have achieved so much!*

Which aspect of your stay was least enjoyed? *Would be good if there were a few more staff at climbing wall so more could climb at once.*

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

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? *We've had a lovely time! Especially given the time we visited - extra precautions were taken but the children weren't aware/scared - a real escapism for them.*

Where did you hear of Manor Adventure? *We have visited for several years*

What were the reasons for choosing Manor Adventure? *Offers activities that other centres do not - very good value for money - and high quality building + accommodation*

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

What other visits does your school organise? *Horstead (Y4)
Whitwell Hall camping (Y5)*

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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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