

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: Worfolk Lakes DATES: 28th - 30th June 2021
NAME OF ACCOMMODATION: Mallard

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?
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If you had a visit from one of our School Journey Advisors: We did not.

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)?

Operations (Rooming, outdoor pursuit programmes, support)?

Preview visit to the centre?

SECTION 2: Arrivals

General Welcome: Good 3 Fire Drill: Adequate 4

Room Allocation: Good 3 Introductory Talk: 3

SECTION 3: Centre Facilities:

Pupil Accommodation: Good 4 Teacher Accommodation: Excellent

Washing & Toilet Facilities: 3 Cleanliness / Hygiene: 2

The Grounds: 1 Catering: 1

Were there any accommodation problems? No

Standard of cleanliness / tidiness? (teacher & pupil) 2

Standard of Furnishing? 2

SECTION 4: Meals

Were the meals of an adequate standard? Yes

Was there enough to eat? Yes

Was the food served promptly? Yes

Were all dietary requirements catered for? Yes, chef Peter was incredible. He was very reassuring and explained *

How do you rate the packed lunches? n/a

Any other comments? Thank you to chef Peter!

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: 2 Professional: 1

* exactly what he would do to ensure all requirements were catered for. He made the sites much less stressful.

Which Instructors were motivating / clear / enthusiastic?

Callum, Fox, Ethan, Dan, Jamie, Zak, Scott, Amy, Glen. Basically all of them!

How do you rate the outdoor pursuits? 1

How do you rate the outdoor pursuit equipment? 1

What were your pupil's favourite outdoor pursuits? Obstacle course, paddle boarding, blind trail

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?
—

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *The food, the instructor,*
All of the activities, the beds!

Which aspect of your stay was least enjoyed? *Leaving*

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

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?
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Where did you hear of Manor Adventure? *Rep contacted school*

What were the reasons for choosing Manor Adventure?
Location + cost

Which centre did you visit last year? */*

What other visits does your school organise? */*
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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:

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