

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: 12/07/21 - 16/07/21.  
NAME OF ACCOMMODATION: Swan 1-5 and Kingfisher 4A, 4B+5A

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?  
Further images of the activities available at Norfolk Lakes.

If you had a visit from one of our School Journey Advisors:  
Did he provide a fair description of our centre and product? ..... 1  
How professional was the Presentation Evening? ..... The advisor had a meeting with staff at school.

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? ..... 2

**SECTION 2: Arrivals**

General Welcome: ..... 1 Fire Drill: ..... 1  
Room Allocation: ..... 1 Introductory Talk: ..... 1

**SECTION 3: Centre Facilities:**

Pupil Accommodation: ..... 2 Teacher Accommodation: ..... 3  
Washing & Toilet Facilities: ..... 2 Cleanliness / Hygiene: ..... 2  
The Grounds: ..... 1 Catering: ..... 1  
Were there any accommodation problems? .....

\* Ants in room 4B Kingfisher. \* Staff doors did not always lock.

Standard of cleanliness / tidiness? (teacher & pupil) .....  
\* Wines surrounding toilet roll. Could bins be emptied daily?  
Standard of Furnishing? .....  
\* Rooms were fine.

\* Some items look dated. \* Conservatory area with random rubbish in - random TV's in the climbing area.

**SECTION 4: Meals**

Were the meals of an adequate standard? ..... 1  
A great variety of child friendly meals.  
Was there enough to eat? ..... 1  
Certainly never went hungry.  
Was the food served promptly? ..... 1  
We never had a delay.

Were all dietary requirements catered for? ..... 1  
No problem at all here!  
How do you rate the packed lunches? ..... changed to hot meal on the last day  
We didn't have a packed lunch until the final day. Can't comment currently.  
Any other comments? ..... Very friendly and approachable catering staff - can't praise them enough!

**SECTION 5: Centre Staff & Outdoor Pursuits**

How do you rate the Centre Staff / Instructors?  
Helpful: ..... 1 Professional: ..... 2  
Some instructors not supportive or encouraging of the chr - Becca.

Which Instructors were motivating / clear / enthusiastic?  
James - FANTASTIC! All teachers and children thought he was great. Ellie - absolute superstar - kind and supportive and chatty with staff + children

How do you rate the outdoor pursuits? ..... 2  
A good range but potential for further pursuits to be added.  
How do you rate the outdoor pursuit equipment? ..... 1

What were your pupil's favourite outdoor pursuits? ..... GSUP, SUP, High + Low Ropes,

Are there any new outdoor pursuits you would like Manor Adventure to offer? .....  
Zip-line, Abseiling; Giant Swing

Do you have any suggestions on how we could improve our product or outdoor pursuits?  
Kit list laminated in chr's room so they know what to wear before lining up - to stop them going back.

\* Some instructors a little bit sarcastic with members of staff. Opening not to do activities. Instructors need to remember that teachers have potentially been kept up late / are supporting / motivating children.

Preview visit - staffroom had a kettle.



**SECTION 6: Overall Assessment**

Which aspect of your stay was most enjoyed? *The range of water activities available - the chr were very fortunate to experience so many during their stay.*

Which aspect of your stay was least enjoyed? *All very happy with this visit.*

How do you rate the overall product on a value for money basis? *Excellent value for money when compared to other companies*

Will you be considering a further visit with Manor Adventure? *Already booked for May 2022.*

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

*\* It would be handy to have an instructor based with each party to explain what they need to wear for each activity - check in at breakfast, lunch dinner. OK \* What to wear list laminated in children's bedrooms. \* Admin team searching for adventure week.*

Where did you hear of Manor Adventure? *\* Admin team searching for adventure week.*

What were the reasons for choosing Manor Adventure? *\* Main reason was the rising cost of PGL - it became far too expensive.*

Which centre did you visit last year? *2019 PGL Liddington - \* No visit for 2020 due to Covid.*

What other visits does your school organise? *\* Activity day for Year 5: Mole Park, Maidstone, Kent.*

**SECTION 7** *\* 2020 Manor Adventure booked but cancelled due to Covid.*

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? *Covid.*

Name: ..... Name: .....  
Address: ..... Address: .....



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# manor adventure

## COURSE REPORT FORM

For



Culmington Manor, England



Abernant Lake Hotel, Wales



Lockerbie Manor, Scotland

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