

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: 16-19 July 2021  
NAME OF ACCOMMODATION: 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? 2

How could we improve our website, [www.manoradventure.com](http://www.manoradventure.com)?

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

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

How professional was the Presentation Evening? 1

How did you rate our pre-visit administration?

Customer Services (Bookings, payments, support)? 1

Operations (Rooming, outdoor pursuit programmes, support)? 2

Preview visit to the centre? No

### SECTION 2: Arrivals

General Welcome: 3 Fire Drill: 3

Room Allocation: 2 Introductory Talk: 2

### SECTION 3: Centre Facilities:

Pupil Accommodation: 2 Teacher Accommodation: 1

Washing & Toilet Facilities: 1 Cleanliness / Hygiene: 2

The Grounds: 2 Catering: 2

Were there any accommodation problems? No - Superb 1

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

Standard of Furnishing? Good 3

### SECTION 4: Meals

Were the meals of an adequate standard? 1

Was there enough to eat? 1 Too generous

Was the food served promptly? 1 Both Servers Superb!

All staff excellent

Were all dietary requirements catered for? Yes 1

How do you rate the packed lunches? Did not use

Any other comments? Best mass catering for children I have experienced.

### 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) Yes - Superb 1

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? Paddle board / Kayak

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

No

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

No



SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? .....

All round great time - Sun helped!

Which aspect of your stay was least enjoyed? .....

None

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

Great 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? .....

Where did you hear of Manor Adventure? .....

Booked for France, but cancelled

What were the reasons for choosing Manor Adventure? .....

Word of Mouth

Which centre did you visit last year? .....

None

What other visits does your school organise? .....

Kingwood - France  
PGL - Claythorpe

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  
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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