

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: 16-7-21 - 18-7-21
NAME OF ACCOMMODATION: MALLARD 1+2

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

How could we improve our website, www.manoradventure.com?

IT'S GREAT

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

Did he provide a fair description of our centre and product? N/A

How professional was the Presentation Evening? N/A

How did you rate our pre-visit administration?

Customer Services (Bookings, payments, support)? GREAT

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

Preview visit to the centre? N/A

SECTION 2: Arrivals

General Welcome: Excellent Fire Drill: Good

Room Allocation: Excellent Introductory Talk: V. Good

SECTION 3: Centre Facilities:

Pupil Accommodation: Excellent Teacher Accommodation: Excellent

Washing & Toilet Facilities: Excellent Cleanliness / Hygiene: Excellent

The Grounds: Excellent Catering: Excellent

Were there any accommodation problems? ~~None~~ WIFI IN

Mallard 1 is awful.

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

Standard of Furnishing? Excellent

SECTION 4: Meals

Were the meals of an adequate standard? Excellent

Was there enough to eat? Excellent

Was the food served promptly? Excellent

Were all dietary requirements catered for? Excellent

How do you rate the packed lunches? N/A-

Any other comments? N/A

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: Professional:

Which Instructors were motivating / clear / enthusiastic?

James was particularly helpful

How do you rate the outdoor pursuits? Excellent

would have loved to have done the sailing

How do you rate the outdoor pursuit equipment? Excellent

What were your pupil's favourite outdoor pursuits?

Kayaking and Giant paddle boarding

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

Sailing (I know you're waiting for sails)

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

Offer overnight camp (not sure if that's already an offer TBH)

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *water sports*

Which aspect of your stay was least enjoyed? *low ropes & blind trail
more aimed for KS2 I guess but our boys still enjoyed it.*

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

Will you be considering a further visit with Manor Adventure? *Definitely*

Have you any further general comments which you feel would be useful to us?
*Great, stay, great friendly helpful staff,
food has been superb and chefs brilliant.*

Where did you hear of Manor Adventure? *online*

What were the reasons for choosing Manor Adventure? *website showed off centre well*

Which centre did you visit last year? *did it*

What other visits does your school organise? *No other residential
at present*

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: *Challney High School for Girls* Name: *Putteridge High School*
Address: *Addington Way* Address: *Putteridge Rd*
LU4 9TJ *Wton*
LU2 8HJ

manor adventure

Head office: Culmington Manor, Craven Arms, Shropshire, SY7 9BY
Telephone: 01584 861333 Fax: 01584 861367 www.manoradventure.com

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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