

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 - 19/7 2021

NAME OF ACCOMMODATION: Kungfisher

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? N/A

How could we improve our website, 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? _____

How professional was the Presentation Evening? _____

How did you rate our pre-visit administration?

Customer Services (Bookings, payments, support)? Excellent

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

Preview visit to the centre? N/A

SECTION 2: Arrivals

General Welcome: Excellent Fire Drill: Excellent

Room Allocation: Excellent Introductory Talk: Excellent

SECTION 3: Centre Facilities:

Pupil Accommodation: 2 Teacher Accommodation: 1

Washing & Toilet Facilities: 1 Cleanliness / Hygiene: 1

The Grounds: 1 Catering: 2/3

Were there any accommodation problems? No

Standard of cleanliness / tidiness? (teacher & pupil) 1

Standard of Furnishing? 1

SECTION 4: Meals

Were the meals of an adequate standard? Yes - not great choice of veg.

Was there enough to eat? Definitely

Was the food served promptly? Yes

Were all dietary requirements catered for? Yes

How do you rate the packed lunches? N/A

Any other comments? Too many fried potatoes/chips.

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: 1 Professional: 1

Which Instructors were motivating / clear / enthusiastic?

Scott The man who got the bothbush
Fox for us (Callum?)

How do you rate the outdoor pursuits? 1 (Ryles had long waiting time)

How do you rate the outdoor pursuit equipment? 2 (arrows in archery weren't great)

What were your pupil's favourite outdoor pursuits? GSUP, high ropes, kayaking

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

Swimming, inflatable aqua park

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

More pushing chd out of comfort zone

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *Instructors great Varied activities Timetable*

Which aspect of your stay was least enjoyed?

How do you rate the overall product on a value for money basis? *2*

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? *Sales Rep.*

What were the reasons for choosing Manor Adventure? *Not happy with previous provider*

Which centre did you visit last year? *Chateau de Warsy*

What other visits does your school organise? *Year 4 Residential*

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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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