

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: 24.5.21 - 25.5.21 .....  
NAME OF ACCOMMODATION: TEAL .....

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?  
.....

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)? 1 .....

Operations (Rooming, outdoor pursuit programmes, support)? All fine except rooming. .....

Preview visit to the centre? N/A due to CV-19 .....

### SECTION 2: Arrivals

General Welcome: 1 ..... Fire Drill: 1 .....

Room Allocation: \* see below ..... Introductory Talk: 1 .....

### SECTION 3: Centre Facilities:

Pupil Accommodation: 1 ..... Teacher Accommodation: 1 .....

Washing & Toilet Facilities: More toilets needed ..... Cleanliness / Hygiene: 4 - cobwebs and spiders .....

The Grounds: 1 ..... Catering: 1 .....

Were there any accommodation problems? \* Nothing a preview wouldn't have solved. - Thank you to the maintenance team for looking the beds out so quickly. .....

Standard of cleanliness / tidiness? (teacher & pupil) Could have done with a jetwash, sweeping and de-bug .....

Standard of Furnishing? 4 - (Room 2 bed + chairs ??) .....

### SECTION 4: Meals

Were the meals of an adequate standard? 1 - Excellent food, and excellent staff .....

Was there enough to eat? Yes .....

Was the food served promptly? Yes .....

Were all dietary requirements catered for? Yes. Very helpful with our fussy eaters. .....

How do you rate the packed lunches? N/A had yet .....

Any other comments? Thank you for the extra sandwiches! .....

### 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 instructors were motivating and enthusiastic. some instructions could be clearer for the age of the children. .....

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? GSUP, kayaking, canoeing .....

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

Zorbing .....

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

GSUP just before a break not soft building (the ch became demotivated as they were cold and already wet.)  
\* Zorbing was a bit long for watersports.

**SECTION 6: Overall Assessment**

Which aspect of your stay was most enjoyed? *Freedom for the class and variety of activities*

Which aspect of your stay was least enjoyed? *Rain building when done wet (we other groups who did it dry enjoyed it.) Some activities were 20 minutes too long*

How do you rate the overall product on a value for money basis? *Expensive but worth it*

Will you be considering a further visit with Manor Adventure? *Already booked for next year*

Have you any further general comments which you feel would be useful to us? *Thank you to everyone involved with our stay*

Where did you hear of Manor Adventure? *Partner school*

What were the reasons for choosing Manor Adventure? *Recommendation*

Which centre did you visit last year? *N/A*

What other visits does your school organise? *Burwell House*

**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  
Telephone: 01584 861333 Fax: 01584 861367 www.manoradventure.com

# 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