

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: *18-20 June 2021*
NAME OF ACCOMMODATION: *Kingfisher + Swan*

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?

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

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

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)? *1*

Operations (Rooming, outdoor pursuit programmes, support)? *1*

Preview visit to the centre? *NA*

SECTION 2: Arrivals

General Welcome: *1* Fire Drill: *1*

Room Allocation: *1* Introductory Talk: *1*

SECTION 3: Centre Facilities:

Pupil Accommodation: *1* Teacher Accommodation: *1+*

Washing & Toilet Facilities: *1* Cleanliness / Hygiene: *1*

The Grounds: *2* Catering: *2*

Were there any accommodation problems? *Kingfisher 2A - Bathroom fan doesn't switch off with door closed*

Standard of cleanliness / tidiness? (teacher & pupil) *Very good to excellent all round*

Standard of Furnishing? *Perfect*

SECTION 4: Meals

Were the meals of an adequate standard? *Yes - Basically perfect hearty food to give energy for the sessions*

Was there enough to eat? *Yes - The children ate very well at all sittings*

Was the food served promptly? *Yes - The catering team were all friendly and listened to what the kids wanted*

Were all dietary requirements catered for? *Yes - I really like the dietary card system. Chef was happy to help with fussy eaters.*

How do you rate the packed lunches? *NA*

Any other comments? *Perhaps a different system at breakfast for clearing away. The children clearing and the children getting cereal got in each others way.*

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: *1* Professional: *1*

Which Instructors were motivating / clear / enthusiastic?

Honestly, they all really impressed us with their enthusiasm, speed of instruction and patience with excited kids.

How do you rate the outdoor pursuits? *All of it appeared in good condition and there was plenty to go round*

How do you rate the outdoor pursuit equipment? *I am really impressed with the range of activities in a small site*

What were your pupil's favourite outdoor pursuits? *GSUP / Caving (what a great activity)*

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

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

Covid protocols were pretty good. In a couple of the indoor sessions we were right next to another group and we had to ask for the rooms to be separated

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *All at the activities were run by staff who were obviously well trained and enjoyed their job*
Which aspect of your stay was least enjoyed?

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

Will you be considering a further visit with Manor Adventure? *Yes An email will be coming your way soon*

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

It was great to meet Ellie on day 1, but she then had Saturday off - It is nice to have one point of contact throughout a stay. We were advised that we had sole occupancy of the site, but we didn't. It turned out not to be a problem.

Where did you hear of Manor Adventure?

What were the reasons for choosing Manor Adventure?

Which centre did you visit last year? *NA*

What other visits does your school organise? *Ski Trip, UKSA sailing trip, Yr 8 Leavers trip (Adventure based), French residential trip*

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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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