

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: 1st to 5th November

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? ..... N/A

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

..... Virtual tours .....

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)? ..... 1

Preview visit to the centre? ..... 2

### SECTION 2: Arrivals

General Welcome: ..... 2 ..... Fire Drill: ..... 3

Room Allocation: ..... 2 ..... Introductory Talk: ..... 2

### SECTION 3: Centre Facilities:

Pupil Accommodation: ..... 2 ..... Teacher Accommodation: ..... 2

Washing & Toilet Facilities: ..... 2 ..... Cleanliness / Hygiene: ..... 2

The Grounds: ..... 2 ..... Catering: ..... 1

Were there any accommodation problems? ..... A couple of the sliding

..... doors wouldn't lock. This was sorted the next day.

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

.....

Standard of Furnishing? ..... 2

.....

### SECTION 4: Meals

Were the meals of an adequate standard? ..... Yes

.....

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

.....

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? ..... no

.....

### SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: ..... 1 ..... Professional: ..... 1

Which Instructors were motivating / clear / enthusiastic?

..... Peter, Reece, Nathan, Dave, Zak, Ellie, Fox .....

.....

How do you rate the outdoor pursuits? ..... 2

.....

How do you rate the outdoor pursuit equipment? ..... 1

.....

What were your pupil's favourite outdoor pursuits? ..... giant SUP, archery,

..... high ropes, fencing, volleyball, rock climbing .....

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

..... Zip wire across the lake, laser-tag / paintball .....

.....

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

.....

**SECTION 6: Overall Assessment**

Which aspect of your stay was most enjoyed? *Pupil experience, staff motivation of pupils*

Which aspect of your stay was least enjoyed? *pupils waiting for their turn on some activities*

How do you rate the overall product on a value for money basis? *1*

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?

*no more lighting needed, orienteering + scavenger hunt not great in the rain as paper gets wet and ripped - this needs revamping*

Where did you hear of Manor Adventure? *previous business/trips*

What were the reasons for choosing Manor Adventure? *customer service + professionalism*

Which centre did you visit last year? *Chateau du Broutel*

What other visits does your school organise? *Conover Hall*

**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



Abernant Lake Hotel, Wales



Lockerbie Manor, Scotland

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