

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: 3/11/21-5/11/21
NAME OF ACCOMMODATION: Mallard

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 - contained everything we needed
How could we improve our website, www.manoradventure.com?
Just have directions on there

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)? Very good
Operations (Rooming, outdoor pursuit programmes, support)? Excellent
Preview visit to the centre? N/A - done last time

SECTION 2: Arrivals

General Welcome: Excellent Fire Drill: Informative
Room Allocation: Very good Introductory Talk: Excellent

SECTION 3: Centre Facilities:

Pupil Accommodation: Excellent Teacher Accommodation: Excellent
Washing & Toilet Facilities: V. good Cleanliness / Hygiene: Very good
The Grounds: Excellent Catering: Excellent

Were there any accommodation problems? None

Standard of cleanliness / tidiness? (teacher & pupil) No problems - all very clean / tidy

Standard of Furnishing? Very comfortable bed / lots of space

SECTION 4: Meals

Were the meals of an adequate standard? They were delicious and staff v. accomodating of childrens needs.
Was there enough to eat? we were very well fed

Was the food served promptly? Yes - timings worked really well

Were all dietary requirements catered for? Yes and we had a diabetic - food weighed + sorted promptly

How do you rate the packed lunches? Lunch was inside + also v. good

Any other comments?

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: Excellent Professional: Excellent

Which Instructors were motivating / clear / enthusiastic?

All instructors friendly + spurred the children on to be the best

How do you rate the outdoor pursuits? The children particularly loved the stand up paddle boarding

How do you rate the outdoor pursuit equipment? Excellent all very safe

What were your pupil's favourite outdoor pursuits? Stand up paddle boarding

Are there any new outdoor pursuits you would like Manor Adventure to offer? Seems to be everything!

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? *All the activities and friendliness of all staff.*

Which aspect of your stay was least enjoyed? *None*

How do you rate the overall product on a value for money basis? *Very good value - children got lots out of it.*

Will you be considering a further visit with Manor Adventure? *Yes, I'm sure our school will be back next year.*

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

Where did you hear of Manor Adventure? *Previous trip here.*

What were the reasons for choosing Manor Adventure? *The children had a great time in 2019*

Which centre did you visit last year? *None - covid restrictions*

What other visits does your school organise? *only residential - local trips linked to our topics.*

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