

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *It was very well-organised, very safe and the children had a wide range of activities.*

Which aspect of your stay was least enjoyed? *Too many water activities on the same day.*

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 we have already booked.*

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

We have really enjoyed our stay. We would particularly like to thank the kitchen staff who were very patient with the children.

Where did you hear of Manor Adventure? *word of mouth*

What were the reasons for choosing Manor Adventure? *Short distance to travel, wide range of activities, professional staff.*

Which centre did you visit last year? *Pre Covid we visited Norfolk Lakes*

What other visits does your school organise? *No other residential. We found the duty managers very helpful. There has been a great improvement in the professionalism of the staff since my last visit.*

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

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: 27-09-21 to 1-10-21
NAME OF ACCOMMODATION: Bittern

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

How could we improve our website, www.manoradventure.com?
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If you had a visit from one of our School Journey Advisors:

Did he provide a fair description of our centre and product? Yes

How professional was the Presentation Evening? We did not have one

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? We have been before so had no preview visit.

SECTION 2: Arrivals

General Welcome: Excellent Fire Drill: Excellent

Room Allocation: Excellent Introductory Talk: Full of detail

SECTION 3: Centre Facilities:

Pupil Accommodation: 1. should be a separate to let 2. More showers needed for the number of children. Teacher Accommodation: Good

Washing & Toilet Facilities: 3 Cleanliness / Hygiene: Excellent

The Grounds: Excellent Catering: Good value very helpful

Were there any accommodation problems? Some of the staff had ensuite bathrooms and some did not we would prefer this to ensure privacy.

Standard of cleanliness / tidiness? (teacher & pupil) we would like to clean up the bedrooms but could not see any cleaning materials.

Standard of Furnishing? Very good
*The children found the drying room unclear and we found other schools used our area consequently some clothes went missing.

SECTION 4: Meals

Were the meals of an adequate standard? Yes

Was there enough to eat? More than enough - very generous portions.

Was the food served promptly? Yes - the new system worked well.

Were all dietary requirements catered for? Yes

How do you rate the packed lunches? -

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 the instructors were very professional, patient and talked to the children in a professional manner. we would prefer one water-based activity a day. 2 for young children was too much. They became cold and lost motivation.

How do you rate the outdoor pursuits?
1. More flints were needed on the survival activity.
2. We would like to see rifles reintroduced as it has been really popular in the past with our children.

How do you rate the outdoor pursuit equipment?
What were your pupil's favourite outdoor pursuits? A Campfire with singing / food.

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?
fencing, all water sports, canoeing, archery, orienteering, crate stacking.