

**SECTION 6: Overall Assessment**

Which aspect of your stay was most enjoyed? .....

*The expertise and professionalism of your well trained staff.*

Which aspect of your stay was least enjoyed? .....

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

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?

*We must particularly thank Kerry and Emma for helping clean bedding when one of the children vomited - a huge help and kindness. Thank you.*

Where did you hear of Manor Adventure? *Google*

What were the reasons for choosing Manor Adventure? *Activities, location, enthusiasm of team, water activities.*

Which centre did you visit last year? *None - have previously been to York*

What other visits does your school organise? .....

*Yr 4 residential to Kingswood*

**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

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: 27th Sept - 1st October  
NAME OF ACCOMMODATION: Kingfisher

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? 3

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? Yes - 1

How professional was the Presentation Evening? 1

How did you rate our pre-visit administration?

Customer Services (Bookings, payments, support)? 1

Operations (Rooming, outdoor pursuit programmes, support)? 2 - could have done with rooming info slightly earlier

Preview visit to the centre? Great - but pre-COVID so a long time ago!

### SECTION 2: Arrivals

General Welcome: 1 Fire Drill: 1

Room Allocation: 1 Introductory Talk: 1

### SECTION 3: Centre Facilities:

Pupil Accommodation: 2 Teacher Accommodation: 3

Washing & Toilet Facilities: 1 Cleanliness / Hygiene: 2

The Grounds: 1 Catering: 1

Were there any accommodation problems? Teacher rooms in 4+5 are much smaller - especially if sharing.

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

Standard of Furnishing? 2 - Hooks in teacher rooms needed and a shelf and hooks in teacher bathrooms.

### SECTION 4: Meals

Were the meals of an adequate standard? 1

Was there enough to eat? 1

Was the food served promptly? 1 - and always with a smile.

Were all dietary requirements catered for? 1 - brilliantly well

How do you rate the packed lunches? Not had any.

Any other comments? A fantastic range of food hot + fresh. KP's also superb. Thanks.

### SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: 1 Professional: 1

Which Instructors were motivating / clear / enthusiastic?

It's hard to single out any instructor as they have all been excellent - interested, engaged, helpful and fun.

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? Caving, crate stacking, bouldering, climbing.

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?

The offer of a hot drink after lake activities would be great especially in September. An urn and powder for teachers to make would be fantastic.