

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *The amount of activities on offer and that the children were v. busy*

Which aspect of your stay was least enjoyed? *Sorting out parental liabilities with broken limbs*

How do you rate the overall product on a value for money basis? *Because we visit at this time of the year it is a bit expensive (in the eyes of a parent) but you get what you pay for.*

Will you be considering a further visit with Manor Adventure? *Yes Already booked 2022 and 2023*

Have you any further general comments which you feel would be useful to us? *The outdoor grass areas were really muddy*

Where did you hear of Manor Adventure? *Previous visit*

What were the reasons for choosing Manor Adventure? *The water sports on offer*

Which centre did you visit last year? *Here*

What other visits does your school organise? *Hollowford, Derbyshire*

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



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

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: 4/10/21 - 8/10/21
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? Didn't use it

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

Due to visiting before, we rarely use it apart from showing the parents

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?

How did you rate our pre-visit administration?

Customer Services (Bookings, payments, support)? V helpful ①

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

Preview visit to the centre? N/A

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: ① Catering: ①

Were there any accommodation problems? We lost hot water in building ① but it was quickly sorted out

Standard of cleanliness / tidiness? (teacher & pupil) ①

Outside light (Block 4) didn't work. Block 4, room D door is very hard to close.

Standard of Furnishing? ①

Towel rail in the bathroom would be helpful

SECTION 4: Meals

Were the meals of an adequate standard? ①

Was there enough to eat? ①

Was the food served promptly? ①

Were all dietary requirements catered for? Completely sorted especially with fussy eaters

How do you rate the packed lunches? N/A

Any other comments? At some meal times, a dessert option or choice would be good. The children also enjoyed having fresh fruit so more of that would be good too.

There were lots of sausages!

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors? ①

Helpful: ① Professional: ①

Which Instructors were motivating / clear / enthusiastic?

All staff were especially Jamie, Chris, Alicia, Zack, Fox, Amy & Marco.

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? Paddle boarding, sailing and all water-based activities. They loved getting wet!

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

No.

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

We missed the biscuits in our rooms but Alicia sorted us out. ②