

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: Mon 6<sup>th</sup> - Fri 10<sup>th</sup> .....  
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 see one .....

How could we improve our website, www.manoradventure.com?  
Never really use anymore! .....

If you had a visit from one of our School Journey Advisors:  
Did he provide a fair description of our centre and product? — .....

How professional was the Presentation Evening? — .....

How did you rate our pre-visit administration?

Customer Services (Bookings, payments, support)? Caroline is amazing! so efficient and personable .....  
Operations (Rooming, outdoor pursuit programmes, support)? As above - Sue is fab! .....  
Preview visit to the centre? — .....

**SECTION 2: Arrivals**

General Welcome: 1 ..... Fire Drill: 2 .....

Room Allocation: 2 ..... Introductory Talk: Mixed - some had newer staff who weren't so confident .....

**SECTION 3: Centre Facilities:**

Pupil Accommodation: 1 ..... Teacher Accommodation: 1 for top floor, 2 for bottom - bit tight for space .....  
Washing & Toilet Facilities: 1 - Amazing showers ..... Cleanliness / Hygiene: 2 .....  
The Grounds: 1 ..... Catering: 1 .....

Were there any accommodation problems? We were told 4b had 4 beds so had to move a child - not a major issue but maybe make sure allocation form is more accurate .....

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

Standard of Furnishing? All fine! Maybe a chair would be good in downstairs teacher room .....

**SECTION 4: Meals**

Were the meals of an adequate standard? All lovely! .....

Was there enough to eat? Some kids portions were a little small .....

Was the food served promptly? Lots of delays this year - we understand it's new staff but we were late for several sessions due to slow service .....

Were all dietary requirements catered for? Yes! .....

How do you rate the packed lunches? — .....

Any other comments? Gary went above and beyond for us and kitchen staff brought in water bottles for our kids - so kind. Thank you! Rache! .....

**SECTION 5: Centre Staff & Outdoor Pursuits**

How do you rate the Centre Staff / Instructors?  
Helpful: 1 ..... Professional: 1 .....

Which Instructors were motivating / clear / enthusiastic?  
Ellie, Alicia, Jamie, Glen, Lyle, Chris, Dylan, Zack, Ted, Dan .....

How do you rate the outdoor pursuits? Brilliant - range of water sports is fab. Variety keeps the kids motivated .....

How do you rate the outdoor pursuit equipment? No issues at all - all fit for purpose .....

What were your pupil's favourite outdoor pursuits? SUP, GSUP, Caning, Kayaking / sailing .....

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?  
Lots of the games played on each water activity are all very similar - may be good to agree on which will be used for each activity .....

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *Water sports*

Which aspect of your stay was least enjoyed? *All dependent on groups/ children - some activities weren't as motivating as others*

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

Will you be considering a further visit with Manor Adventure? *Yes - already emailed to book for next year!*

Have you any further general comments which you feel would be useful to us?  
*Some staff have the technical knowledge for certain activities eg blind trail, but don't quite have the enthusiasm or rapport with the kids to make it engaging. Some need a bit more 'comp.' \**

Where did you hear of Manor Adventure? *Came to school year ago!*

What were the reasons for choosing Manor Adventure? *Great site and activities and been here before so know it's a great experience for the kids*

Which centre did you visit last year? *Here!*

What other visits does your school organise? *The Deep, Mount Cook Space Centre, Yorkshire Wildlife Park*

SECTION 7 *\*Callum amazing at checking in every evening - great chance to share info / ask Q's. Thanks to all!*

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