

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: 6.9.21 - 10.9.21
NAME OF ACCOMMODATION:

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?
.....

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)? Great!

Operations (Rooming, outdoor pursuit programmes, support)? Great!

Really helpful, especially with all the charges that we had to keep making!
Preview visit to the centre?

SECTION 2: Arrivals

General Welcome: Brilliant! Fire Drill: Good

Room Allocation: Good Introductory Talk: Good

SECTION 3: Centre Facilities:

Pupil Accommodation: Great, only issues were showers and toilets (getting blocked) Teacher Accommodation: Great!

Washing & Toilet Facilities: Good Cleanliness / Hygiene: Good

The Grounds: Good Catering: Fantastic!!!

Were there any accommodation problems? children's showers not

very powerful children's toilets got blocked a few times

Standard of cleanliness / tidiness? (teacher & pupil) Great!

Standard of Furnishing? Good! Especially in teacher

accommodation block!

SECTION 4: Meals

Were the meals of an adequate standard? Absolutely fantastic!

Was there enough to eat? Yes!

Was the food served promptly? Yes + always with

smiles and chats

Were all dietary requirements catered for? Absolutely! The chef

always made sure my gluten free food was ready! I never felt that it was a bother! Thank you!

How do you rate the packed lunches? n/a

Any other comments? A massive thank you to a fantastic team!

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: Great! Professional: Definitely!

Which Instructors were motivating / clear / enthusiastic?

All! Really motivated, even on session 5 of the day! We don't know how you do it! Sordan! Man with hand tattoo on his leg!

How do you rate the outdoor pursuits? Good!

How do you rate the outdoor pursuit equipment? Good!

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

boards, crate stacking, all of them!

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

Night walk / Twilight walk, Nature

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

None

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *The laid back nature.*

Having total trust in instructors so we could relax and enjoy the experience.

Which aspect of your stay was least enjoyed? *Through no fault*

of the instructor - the movie night. Amy was fantastic though and handled it so well.

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

Will you be considering a further visit with Manor Adventure? *Already booked up!*

Have you any further general comments which you feel would be useful to us?
A fantastic visit - again! Thank you to all, looking forward to next year!

Where did you hear of Manor Adventure? *Previously stayed*

What were the reasons for choosing Manor Adventure?
The fantastic experience overall that we had previously and have experienced again.

Which centre did you visit last year? *Norfolk Lakes*

What other visits does your school organise? *None*

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