

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: 06/09/2021 - 11/09/2021  
NAME OF ACCOMMODATION: Hallad

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 1

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

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? N/A

How did you rate our pre-visit administration?

Customer Services (Bookings, payments, support)? 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? Nothing serious No TV but really appreciated staff attempting to fix & arrange for an alternative to watch the football.

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

Cleanliness of rooms: were excellent

Standard of Furnishing? 1 No issues to report

### SECTION 4: Meals

Were the meals of an adequate standard? YES 1

Was there enough to eat? YES 1

Was the food served promptly? YES 1 Unless other schools were taking too long though no fault of staff

Were all dietary requirements catered for? YES 1

How do you rate the packed lunches? N/A

Any other comments? Just a note to say that the server did not necessarily know whether our dietary requirements could eat certain food until the head chef came out. A bit more education may be required for the server.

### SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors? He was lovely though - as was the chef.

Helpful: 1 Professional: 1

Which Instructors were motivating / clear / enthusiastic?

Alicia / Reece / Dave - All brought so much enthusiasm to every session, especially when the children needed it the most.

How do you rate the outdoor pursuits? 1 All staff very friendly

Always to a very high standard.

How do you rate the outdoor pursuit equipment? 1 and take the time to get to know the children

individually and somehow remember their names

What were your pupil's favourite outdoor pursuits? It makes a big difference - Thank you.

G-SUP (as always) I still have Y6/10 children talking about their G-SUP experiences. Climbing / SUP / KAYAK

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? .....

**SECTION 6: Overall Assessment**

Which aspect of your stay was most enjoyed? *Water based activities*

Which aspect of your stay was least enjoyed? *Leaving on Friday!*

How do you rate the overall product on a value for money basis? *Excellent - slightly more expensive than other sites but worth the extra £££*

Will you be considering a further visit with Manor Adventure? *Yes. Already provisionally booked for 2022*

Have you any further general comments which you feel would be useful to us? *Thank you it am now on my 4th visit to MA@ Norfolk lakes and it is always the highlight of the childrens primary school experience. THANK YOU!*

Where did you hear of Manor Adventure? *Peterborough School*

What were the reasons for choosing Manor Adventure? *.....*

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

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

**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: .....

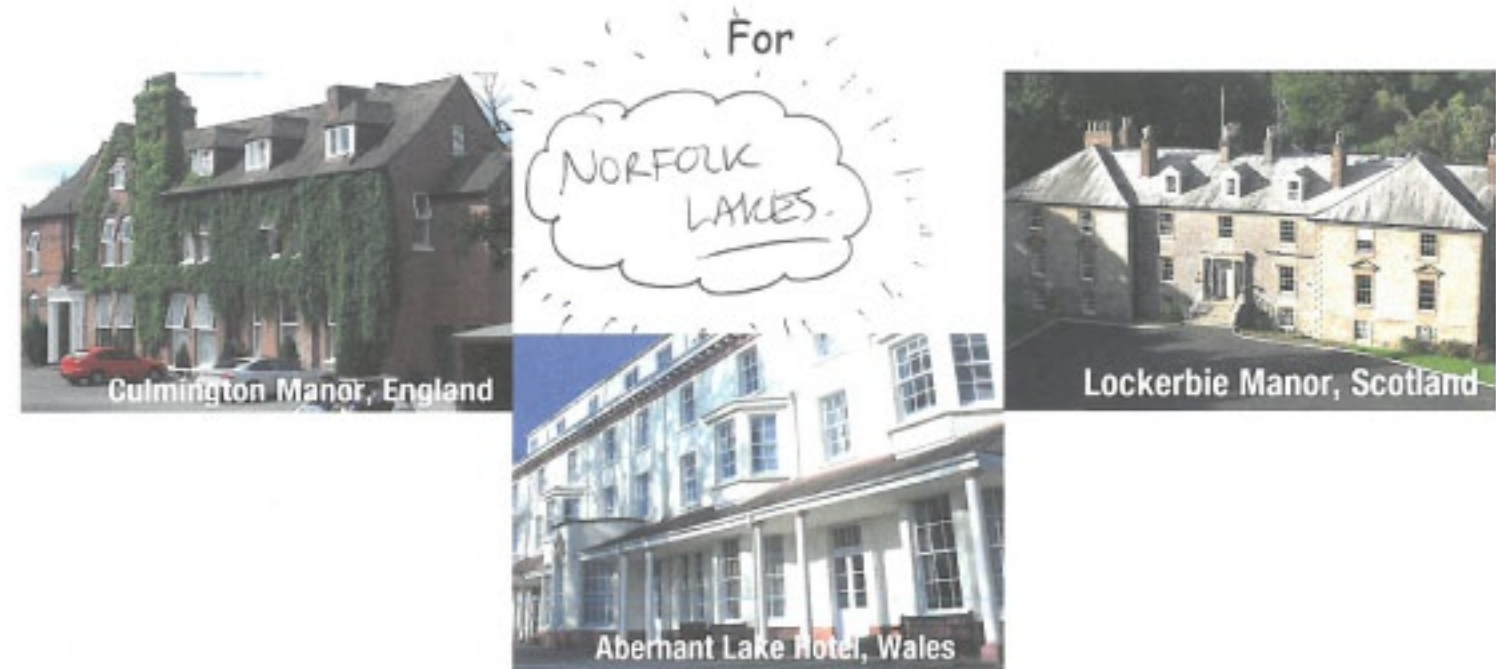
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**manor adventure**

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# manor adventure

## COURSE REPORT FORM



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*



Have you considered our French Centres

Le Château de Warsy & Le Château du Broutel

