

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: 22/4/22
NAME OF ACCOMMODATION: Grebe -1/5

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 *Why were patio doors locked? Medical left? than found.*
How could we improve our website, www.manoradventure.com?
It's great

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)? All good

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

Preview visit to the centre? —

SECTION 2: Arrivals

General Welcome: Just needs to be slower. children not really listening as so excited then want to go to rooms
Room Allocation: Great Fire Drill: then fire drill and tour! all bit rushed.
Introductory Talk: OK

SECTION 3: Centre Facilities:

Pupil Accommodation: Need a clock Teacher Accommodation: Excellent

Washing & Toilet Facilities: good Cleanliness / Hygiene: Good

The Grounds: Great Catering: Excellent

Were there any accommodation problems? Couple of bags - sorted immediately

Standard of cleanliness / tidiness? (teacher & pupil) T -> excellent and kettle great P -> soap great. Curtains all needed hooking wrongly

Standard of Furnishing? ✓

SECTION 4: Meals

Were the meals of an adequate standard? Superb

Was there enough to eat? absolutely

Was the food served promptly? Yes

Were all dietary requirements catered for? Yes and more

How do you rate the packed lunches? —

Any other comments? So friendly and child friendly

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: V. good Professional: V. good

Which Instructors were motivating / clear / enthusiastic?

Will - caving GSUP PM was great (Need photos again)
Reece - water Female wide games + GSUP - excellent kayaking

How do you rate the outdoor pursuits? Excellent

How do you rate the outdoor pursuit equipment? Excellent

What were your pupil's favourite outdoor pursuits? Kayaking

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

None

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

No

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *All been great - activities, mealtimes - all great.*

Which aspect of your stay was least enjoyed? *None*

How do you rate the overall product on a value for money basis? *Really good value.*

Will you be considering a further visit with Manor Adventure? *Absolutely.*

Have you any further general comments which you feel would be useful to us?
Orientation instructors need to be more enthusiastic and engaging.

Where did you hear of Manor Adventure? *Been many times now.*

What were the reasons for choosing Manor Adventure? *Distance from us, water activities.*

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

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

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

Head office: Culmington Manor, Craven Arms, Shropshire, SY7 9BY
Telephone: 01584 861333 Fax: 01584 861367 www.manoradventure.com

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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