

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: *24/8 - 26/8*
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, staff helped clarify (See Caroline)*

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

Did not really use due to attending Norfolk Lakes previously

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)? *Booking support 1*

Operations (Rooming, outdoor pursuit programmes, support)? *1 changed at 17:00*

Preview visit to the centre? *N/A*

SECTION 2: Arrivals

General Welcome: *2* Fire Drill: *1*

Room Allocation: *1* Introductory Talk: *2*

SECTION 3: Centre Facilities:

Pupil Accommodation: *2* Teacher Accommodation: *1*

Washing & Toilet Facilities: *2* Cleanliness / Hygiene: *1*

The Grounds: *1* Catering: *1*

Were there any accommodation problems? *No*

Standard of cleanliness / tidiness? (teacher & pupil) *Everything was clean.*

Activities/Equipment clean in good condition *Well looked after*

Standard of Furnishing? *Slightly outdated Very clean but would be*

with a re-ramp Diving area / carpet looks a little old and dated

SECTION 4: Meals

Were the meals of an adequate standard? *Yes. Sometimes they seemed a little repetitive (chips). But Mags / Sue / Jane have been fantastic all visit*

Was there enough to eat? *Yes. The amount of food offered was great. Also having additional fruit, salad, yoghurt is a good addition*

Was the food served promptly? *Yes. A little confusion on lounge for a couple of meals but very quickly rectified*

Were all dietary requirements catered for? *Yes. We had 2 days of gluten free staff who were able to eat. Also a few young people were offered alternatives*

How do you rate the packed lunches? *N/A*

Any other comments? *I think having chips is almost every meal is repetitive but I also appreciate not people like them. More variety*

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: *2* Professional: *2*

Which Instructors were motivating / clear / enthusiastic?

Michael and Albie were great with their instruction and tried to include all young people. Different personal to also make it fun

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? *High rope / water activities. Sled / Archery / Obstacle course / Climbing / Canyoning*

Are there any new outdoor pursuits you would like Manor Adventure to offer? *Outdoor climbing wall, Zip wire, Tree Climbing*

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? *Activities*

Which aspect of your stay was least enjoyed? *Too long for many children*

...can't see for many and should have been in formal

How do you rate the overall product on a value for money basis? *4/5*

Will you be considering a further visit with Manor Adventure? *Yes. Hoping to book next year and have already started with enquiries*

Have you any further general comments which you feel would be useful to us?

Where did you hear of Manor Adventure? *Used via MAP before*

What were the reasons for choosing Manor Adventure? *Based on our previous visits we know we would be so enjoyable. We also paid for this visit to be Covid so it had already been paid for in part.*

Which centre did you visit last year? *None*

What other visits does your school organise? *Karaoke activity, carol, day trips out, theme parks etc.*

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: */*

Address: */*

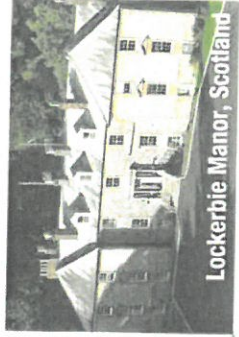
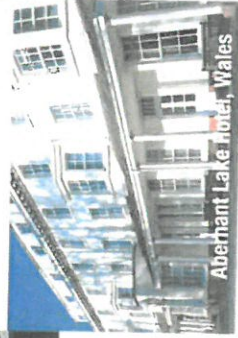
manor adventure

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COURSE REPORT FORM

For



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

