

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: *7/12/22 - 9/12/22*

NAME OF ACCOMMODATION: *Trail*  
Please score on the following basis if not making any comment: *Sorry - I started on page 2 with the kids so the missed this!*  
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? *Yes*  
How professional was the Presentation Evening? *10/10*

How did you rate our pre-visit administration?  
Customer Services (Bookings, payments, support)? *10/10*  
Operations (Rooming, outdoor pursuit programmes, support)? *10/10*  
Preview visit to the centre? *5/10*

**SECTION 2: Arrivals**

General Welcome: *9/10* Fire Drill: *4/10* Introductory Talk: *9/10*  
Room Allocation: *9/10*

**SECTION 3: Centre Facilities:**

Pupil Accommodation: *2* Teacher Accommodation: *1*  
Washing & Toilet Facilities: *2* Cleanliness / Hygiene: *3*  
The Grounds: *2* Catering: *2*

Were there any accommodation problems? *Toilet door on Trail 2 kept sticking & children got locked in*

Standard of cleanliness / tidiness? (teacher & pupil) *Floor was not as clean - mopped down which was there before*

Standard of Furnishing? *Good - children said beds were hard!*

**SECTION 4: Meals**

Were the meals of an adequate standard? *Yes - lovely but some of it dry - children said 7/10!*

Was there enough to eat? *Adequate but the children would have liked more*

Was the food served promptly? *Yes*

Were all dietary requirements catered for? *Yes!*

How do you rate the packed lunches? *Good*

Any other comments? .....

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

How do you rate the Centre Staff / Instructors?  
Helpful: *10/10* Professional: *9/10*

Which Instructors were motivating / clear / enthusiastic?

*Will has done Morgan - they were absolutely brilliant - encouraging / motivating. Instructors worked well with our children! Very clear and helpful. Excellent outdoor pursuits. Next building was good - just really well!*

How do you rate the outdoor pursuit equipment? *9/10 - Excellent!*

What were your pupil's favourite outdoor pursuits? *Rope Climbing, Best Building / Grop*

Are there any new outdoor pursuits you would like Manor Adventure to offer? *Lane Tag? Go Karting*

Do you have any suggestions on how we could improve our product or outdoor pursuits?  
*Chn -> Have a better app for free time? Adults -> a way to link accommodation blocks - would have been tricky for us with our barriers of 1 child*



**SECTION 6: Overall Assessment**

Which aspect of your stay was most enjoyed? *The range of activities*

Which aspect of your stay was least enjoyed? *Could spend more time on that - nothing. Be nice to have more comfortable beds for teachers*

How do you rate the overall product on a value for money basis? *Absolutely brilliant*

Will you be considering a further visit with Manor Adventure? *Yes dynamically*

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

*What a wonderful experience - fantastic instructors, nothing too much trouble, delicious food, and setting - best residential in my 26 years of teaching!*

Where did you hear of Manor Adventure? *Visit for school*

What were the reasons for choosing Manor Adventure? *Closeness to school wide range of activities - well presented presentation which really sold it to us*

Which centre did you visit last year? *Nm*

What other visits does your school organise? *Nm*

**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: .....

.....

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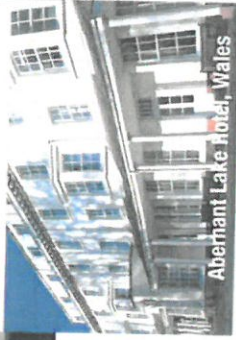
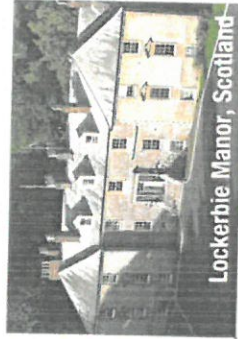
**manor adventure**

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

# manor adventure

## 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

