

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: 9-11th February 2022
NAME OF ACCOMMODATION: Kesnel

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? 1

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

..... Maybe more photos of all the activities

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? Super

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? 1

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* + fantastic

Washing & Toilet Facilities: 1 Cleanliness / Hygiene: 1

The Grounds: 1 Catering: 1. lovely chefs!

Were there any accommodation problems? No

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

Standard of Furnishing? 1

SECTION 4: Meals

Were the meals of an adequate standard? 1. Yes they were delicious and good choice

Was there enough to eat? 1. Plenty - we had seconds

Was the food served promptly? 1

Were all dietary requirements catered for? 1. Yes

How do you rate the packed lunches? N/A

Any other comments? There was everything we needed. You'd thought of everything

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: 1 Professional: 1

Which Instructors were motivating / clear / enthusiastic? Special mention!

..... Reese (Brilliant, kind and helpful) Anca: kids loved her: Nathan, Fox, Amy, ... can't remember all names but all excellent.

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? Giant Canoe - all water sports - despite it being February

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

..... Zip wire?

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?The level of professionalism & planning..... As lead teacher, I could relax and enjoy the time here.

Which aspect of your stay was least enjoyed?Children not going to sleep on the first night.

How do you rate the overall product on a value for money basis?1.....

Will you be considering a further visit with Manor Adventure?1: Yes: will book this time next year.

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

I think because our children were 8/9 yrs it was hugely beneficial that the centre was quiet. We didn't worry about losing them.

Where did you hear of Manor Adventure?Cairn remember.....

What were the reasons for choosing Manor Adventure?Close by & looked perfect for our school. We would like to bring more year groups as we are a school with 600 pupils.

Which centre did you visit last year?/.....

What other visits does your school organise?None yet. We are on a new school. We would like to visit the centres in France.

SECTION 7 X Also a big thank you to Gary & James in the kitchen.

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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COURSE REPORT FORM

For



Culmington Manor, England



Abernant Lake Hotel, Wales



Lockerbie Manor, Scotland

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