

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: 15-18th July 2022

NAME OF ACCOMMODATION: Bitten

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?
Website - great.

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? Excellent 1

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? No

SECTION 2: Arrivals

General Welcome: 2 Fire Drill: 2

Room Allocation: 2 Introductory Talk: 1

SECTION 3: Centre Facilities:

Pupil Accommodation: 2 Teacher Accommodation: 2

Washing & Toilet Facilities: 2 Cleanliness / Hygiene: 2

The Grounds: 1 Catering: 2

Were there any accommodation problems? No

Standard of cleanliness / tidiness? (teacher & pupil) 2

Standard of Furnishing? 2

SECTION 4: Meals

Were the meals of an adequate standard? 2

Was there enough to eat? 2

Was the food served promptly? 3

Were all dietary requirements catered for? 1

How do you rate the packed lunches? N/A

Any other comments? Excellent friendly chef working under challenging conditions

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?
Helpful: 1 Professional: 1

Which Instructors were motivating / clear / enthusiastic?
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? BSUP / Kayak

Are there any new outdoor pursuits you would like Manor Adventure to offer? No

Do you have any suggestions on how we could improve our product or outdoor pursuits?
No - all excellent

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed?
All been excellent - helped by the weather

Which aspect of your stay was least enjoyed?
N/A

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

Will you be considering a further visit with Manor Adventure?

Yes

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

Where did you hear of Manor Adventure? *Been before*

What were the reasons for choosing Manor Adventure? *As above*

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

What other visits does your school organise? *Yr 4 and Yr 6 residential*

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

manor adventure

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

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 DATES: 18/17/22

NAME OF ACCOMMODATION: Gnebe, Swan, Kingfisher

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?

videos of sites?

* Just missed the 'communal' area of Bitters, Mollard and Teal.

If you had a visit from one of our School Journey Advisors: No.

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)?

Operations (Rooming, outdoor pursuit programmes, support)?

Preview visit to the centre?

SECTION 2: Arrivals

General Welcome: 2 Fire Drill: 2

Room Allocation: 2 Introductory Talk: 2

SECTION 3: Centre Facilities:

Pupil Accommodation: 1 ← superb! Teacher Accommodation: 2 *'

Washing & Toilet Facilities: 1 ← superb! Cleanliness / Hygiene: 1

The Grounds: 3 (Grass a bit dry!) Catering: 4 *'

Were there any accommodation problems? No! Brilliant! Just missed a fridge

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

Standard of Furnishing? 1

SECTION 4: Meals

Were the meals of an adequate standard? Yes

Was there enough to eat? First night, no - ran out and ran over by nearly 45 mins.

Was the food served promptly? No (until James arrived!)

Were all dietary requirements catered for? Yes - but issues with Type 1 Diabetes provision

How do you rate the packed lunches? -

Any other comments?

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors? Service was disorganised + slow. Cook didn't understand carbs counting for diabetic pupil, 1:10 glasses and one lad with long hair and beard with no hairnet/hat.

Helpful: 1 Professional: 1 James, however (and Ryan via phone) were OUTSTANDING the rest of the week! Meg was abs. brilliant!

Which Instructors were motivating / clear / enthusiastic? 1/1/1

How do you rate the outdoor pursuits? Water activities superb.

How do you rate the outdoor pursuit equipment? Some in need of upgrade

What were your pupil's favourite outdoor pursuits? Sailing and free splash

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? None! 😊

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *Superb & water activities*

Which aspect of your stay was least enjoyed? *First night of meals*

How do you rate the overall product on a value for money basis? *So long as it doesn't get more expensive!*

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

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

Where did you hear of Manor Adventure? *A long time ago!*

What were the reasons for choosing Manor Adventure? *? 20 years ago*

Which centre did you visit last year? *Here!*

What other visits does your school organise? *None*

SECTION 7

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Le Château du Broutel, France

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SCHOOL: PARTY LEADER:
CENTRE: Norfolk DATES: 13th - 15th July
NAME OF ACCOMMODATION: Bittern

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)? —

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

Preview visit to the centre? —

SECTION 2: Arrivals

General Welcome: 1 Fire Drill: 1

Room Allocation: 1 Introductory Talk: 3

SECTION 3: Centre Facilities:

Pupil Accommodation: 2 Teacher Accommodation: 1

Washing & Toilet Facilities: 1 Cleanliness / Hygiene:

The Grounds: 1 Catering: 4/3

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? Yes but more healthy options were needed - lack of

Was there enough to eat? Yes

Was the food served promptly? Yes

Were all dietary requirements catered for? Staff were not knowledgeable about Halal options, Camp craft - needs to be a non-dairy / non-hot option

How do you rate the packed lunches? —

Any other comments? Healthier options would be great. The food hall was very cramped and busy.

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: 1 Professional: 1

Which Instructors were motivating / clear / enthusiastic?

Chris, Chris, David, Ollie, Fox, Sarah, Tayler

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? Rafting and Canoeing, Caving

Are there any new outdoor pursuits you would like Manor Adventure to offer? Zip wire + horse riding

Do you have any suggestions on how we could improve our product or outdoor pursuits? More clarification on what students should wear for each activity.

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *The instructors, the activities and accommodation.*

Which aspect of your stay was least enjoyed? *Meal times - too cramped and needs healthier options/ Halal needs*

How do you rate the overall product on a value for money basis? *Good. to be clear*
The students really enjoyed the stay.

Will you be considering a further visit with Manor Adventure? *Yes next year!*

Have you any further general comments which you feel would be useful to us?
- More healthy options - Camp craft - non-dairy/non-veg option needed.
- Amazing behaviour management and enthusiasm from the instructors.

Where did you hear of Manor Adventure? *Word of mouth*

What were the reasons for choosing Manor Adventure? *Range of activities*

Which centre did you visit last year? *N/A*

What other visits does your school organise? *Jamies Farm, PGL*

SECTION 7

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SCHOOL: PARTY LEADER:
CENTRE: Norfolk DATES: 15 - 18th July
NAME OF ACCOMMODATION: Mallard / Teal

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? N/A

How could we improve our website, www.manoradventure.com?
More photos and info about individual sites

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)? 2

Operations (Rooming, outdoor pursuit programmes, support)? 3

Preview visit to the centre? N/A

SECTION 2: Arrivals
General Welcome: 3 Fire Drill: 3

Room Allocation: 3 Introductory Talk: 3

SECTION 3: Centre Facilities:
Pupil Accommodation: 3 Teacher Accommodation: 3

Washing & Toilet Facilities: 3 Cleanliness / Hygiene: 3

The Grounds: 5 Catering: 3

Were there any accommodation problems? Ant nest in shower,

Standard of cleanliness / tidiness? (teacher & pupil) 3

Standard of Furnishing? 3 - mirror in teacher bedroom
and basic crockery would be nice

SECTION 4: Meals

Were the meals of an adequate standard? 3

Was there enough to eat? 3

Was the food served promptly? 5

Were all dietary requirements catered for? 3

How do you rate the packed lunches? N/A

Any other comments? salad bar could be improved

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?
Helpful: 2 Professional: 2

Which Instructors were motivating / clear / enthusiastic?
Chris, Ollie, Kyle, Dave, Aussia, Andy, Molly, Taylor, Nathan, Jo

How do you rate the outdoor pursuits? Water sports - 1
high ropes - 2 others tired + in need of renovation

How do you rate the outdoor pursuit equipment? ←

What were your pupil's favourite outdoor pursuits? All water sports
and things they cannot do at school

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

Zip wire, abseiling, automatic

Do you have any suggestions on how we could improve our product or outdoor pursuits?
automatic belay lines on climbing wall so more can be active @ once

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *Water sports*

Which aspect of your stay was least enjoyed? *Manor olympics, initiative exercises, obstacle course*

How do you rate the overall product on a value for money basis? *Paying same as usual but only 1 instructor for 2 groups instead of 2. We paid more for high ropes but only 1 instructor.*

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

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

Chris was great. He was flexible, amenable and kept us informed at every stage. He did everything he could to make our stay as enjoyable + fulfilling as possible.

Where did you hear of Manor Adventure? *Been for many years*

What were the reasons for choosing Manor Adventure? *Water sports and loyalty*

Which centre did you visit last year? *N/A - 2019 was Norfolk*

What other visits does your school organise?

SECTION 7

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