

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: Manor Adventure - Norfolk
Cokej

DATES: 6th - 8th June

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? 1

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

All good - liked the videos + parent presentation

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)? 1

Operations (Rooming, outdoor pursuit programmes, support)? 1

Preview visit to the centre? N/A

SECTION 2: Arrivals

General Welcome: 4 Fire Drill: 3

Room Allocation: 2 Introductory Talk: 2

SECTION 3: Centre Facilities:

Pupil Accommodation: 2 Teacher Accommodation: 1

Washing & Toilet Facilities: 3 Cleanliness / Hygiene: 1

The Grounds: 1 Catering: 4

Were there any accommodation problems? None

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

Standard of Furnishing? 1

SECTION 4: Meals

Were the meals of an adequate standard? 4 - Some meals were better than others. Breakfast + Lunch good.

Was there enough to eat? We were surprised that seconds weren't offered to children as this had usually been the case at other centres.

Was the food served promptly? 1 - very prompt. James was very kind + friendly.

Were all dietary requirements catered for? N/A

How do you rate the packed lunches? N/A

Any other comments? Adult + child portions fairly similar.

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: 1 Professional: 3

Which Instructors were motivating / clear / enthusiastic?
Chris, Andy, Kyle/Karl(?) were all excellent + great with the kids, very enthusiastic.

How do you rate the outdoor pursuits? 1 - watersports were a real highlight of our time here.

How do you rate the outdoor pursuit equipment? 1 - all good no problems.

What were your pupil's favourite outdoor pursuits? Watersports - S.V.P. + Giant Canoe

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?

None

SECTION 6: Overall Assessment

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

Which aspect of your stay was least enjoyed? *Riftles - sat still for a long time, but not sure how this could be eliminated fully!!*

How do you rate the overall product on a value for money basis? *2*

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? *Word of mouth*

What were the reasons for choosing Manor Adventure? *Location to our school. Came well - recommended.*

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

What other visits does your school organise? *PGL, Butlin's*

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

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manor adventure

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