

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: 13/6/22 - 17/6/22  
NAME OF ACCOMMODATION: Glebe

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?  
'what to pack' video for children + parents

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: (1) Fire Drill: (1)

Room Allocation: (1) Introductory Talk: (1)

### SECTION 3: Centre Facilities:

Pupil Accommodation: (1) Teacher Accommodation: (1)

Washing & Toilet Facilities: (1) Cleanliness / Hygiene: (1)

The Grounds: (1) Catering: food (2)

Were there any accommodation problems? NO Time to wait (3)

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

Standard of Furnishing? (2)

### SECTION 4: Meals

Were the meals of an adequate standard? (2)

Was there enough to eat? (1)

Was the food served promptly? (5) We had 1 hour delay on 1st dinner and 10-15 min delays on many other meals (\*)

Were all dietary requirements catered for? (1)

How do you rate the packed lunches? Not sure yet - getting later!

Any other comments? (2) Instructors were fab communicating, helping out in kitchen, offer crate stacking compensation. Chef was friendly but incredibly slow + too much chat!

### SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: (1) Professional: (1)

Which Instructors were motivating / clear / enthusiastic?

Absolutely - so energetic, responsive to children's needs, 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? Giant WP, kayak, caving - so many!

Are there any new outdoor pursuits you would like Manor Adventure to offer? Children said extreme hide + seek!

Do you have any suggestions on how we could improve our product or outdoor pursuits? Volleyball did not seem to grab children's attention - make netball instead

**SECTION 6: Overall Assessment**

Which aspect of your stay was most enjoyed? *Sunshine + so many fun water sports - instructors encouraging children to jump in lots!*

Which aspect of your stay was least enjoyed? *waiting for meals*

How do you rate the overall product on a value for money basis? *Not cheap but excellent staff, facilities + activities!*

Will you be considering a further visit with Manor Adventure? *Yes - booked for 2023*

Have you any further general comments which you feel would be useful to us?  
*It is not a cheap trip so would be lovely if crate stacking and high ropes were not an additional cost. More instruction on certain activities eg rock climbing. 3/4 survival were quite similar.*

Where did you hear of Manor Adventure? *prior visits*

What were the reasons for choosing Manor Adventure?  
*personal service - same instructor throughout week  
Range of exciting activities esp water sports*

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

What other visits does your school organise? *Fellowship 4/0001 Y5*

**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