

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: 15-17 June 2022

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

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

V. Good. The presentation that I could give to Parents was great.

If you had a visit from one of our School Journey Advisors: via video call.

Did he provide a fair description of our centre and product? Mike Jones was excellent.

How professional was the Presentation Evening? Parents were very impressed with him too.

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:

Room Allocation: 1 Introductory Talk: 1

SECTION 3: Centre Facilities:

Pupil Accommodation: 1 Teacher Accommodation: 1 - Great!

Washing & Toilet Facilities: 1 Cleanliness / Hygiene: 1

The Grounds: 1 Catering: 2. Kitchen to be more aware of our allergies but did try hard and sort problems quickly.

Were there any accommodation problems?

↳ No. very impressed!

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

↳ Mostly duty staff sorting this

Standard of Furnishing? Sofas too low! only joking, all great

SECTION 4: Meals

Were the meals of an adequate standard? Yes, Fine, Food that kids enjoyed.

Was there enough to eat? Always

Was the food served promptly? Always

Were all dietary requirements catered for? Mostly. One slipped through the net but centre staff asked well.

How do you rate the packed lunches? N/A

Any other comments? Duty managers were Super - Thank you!

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: 1 Professional: 1

Which instructors were motivating / clear / enthusiastic?

Very. Some were immense.

Callum, Fox, Ally, 2 blonde ladies but we cannot remember - sorry.

How do you rate the outdoor pursuits? Very good for our aged children

How do you rate the outdoor pursuit equipment? All very good

What were your pupil's favourite outdoor pursuits? Raft building, blind trail, low ropes

Are there any new outdoor pursuits you would like Manor Adventure to offer? Not that we can think of.

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? Accommodation

was very good. Logistically brilliant.

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

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

Value

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

fingers crossed our school allow it

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

Nope

Where did you hear of Manor Adventure? I've been to Culmington

Manor and was impressed

What were the reasons for choosing Manor Adventure? well how it was

run so I wanted to change our trip to

here and I've suitably impressed

Which centre did you visit last year? Card -

What other visits does your school organise? Real district, Shrewton

and assorted trips in the senior school

including Bourne-mouth, France, Spain

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: N/A Name: N/A

Address: Address:

manor adventure

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manor adventure

COURSE REPORT FORM

For



Culmington Manor, England



Lockerbie Manor, Scotland



Aberthaw 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