

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: 17<sup>th</sup> - 19<sup>th</sup> June

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? 3

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

Provide risk assessments on the website and food menus.

If you had a visit from one of our School Journey Advisors:

Did he provide a fair description of our centre and product? Via zoom 4

How professional was the Presentation Evening? 3

How did you rate our pre-visit administration? Some of the details given were not correct

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: 2 Fire Drill: 1

Room Allocation: 1 Introductory Talk: 1

### SECTION 3: Centre Facilities:

Pupil Accommodation: 4 Teacher Accommodation: 4/5

Washing & Toilet Facilities: 4 Cleanliness / Hygiene: 4 (outside) 2 inside

The Grounds: 4 Catering: 4

Were there any accommodation problems? Ensuite only had a bath with no attachment to wash hair. Curtains not closing. Very squeaky beds.

Standard of cleanliness / tidiness? (teacher & pupil) Internal fine but external needs attention. 4/5

Standard of Furnishing? 4/5 sofa about to fall apart

in 4 A

### SECTION 4: Meals

Were the meals of an adequate standard? 4

Was there enough to eat? 3

Was the food served promptly? 3

Were all dietary requirements catered for? 2

How do you rate the packed lunches? N/A

Any other comments? More of a range at lunch would be good e.g. only jacket potato with a range of fillings would have been better if an option to the jacket potato was provided.

### SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: 1 Professional: 1

Which Instructors were motivating / clear / enthusiastic?

Jo, Jo, Chms, Taylor, Fox, Uri, Ethan

Alicia, Sarah

How do you rate the outdoor pursuits? 2

How do you rate the outdoor pursuit equipment? 2

What were your pupil's favourite outdoor pursuits? Sailing, Raft building

Giant water boarding, (also k'caving)

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

Do you have any suggestions on how we could improve our product or outdoor pursuits?

The site seems 'tired', especially the exterior.

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *Lake activities*

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

How do you rate the overall product on a value for money basis? *3*

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

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

*Ensure hot drinks machine is working in the staff / teacher lounge. Working up ground and Top up milk in rooms. tea towels in rooms if cups are not cleaned.*

Where did you hear of Manor Adventure?

What were the reasons for choosing Manor Adventure?

*Activities, location and availability*

Which centre did you visit last year? *N/A (Covid) 2019- Kingswood Ashford*

What other visits does your school organise?

*Please say a special thank you to Emma (in charge of cleaning). She looked after myself and one of our sick children got her toast and a covid test. She was incredibly kind.*

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: \_\_\_\_\_



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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