

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 → 15/6/22

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? YES

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

2 - it's easy to find information

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

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? staff helpful, quick to

Customer Services (Bookings, payments, support)? reply to emails

Operations (Rooming, outdoor pursuit programmes, support)? (shame we didn't get correct

Preview visit to the centre? allocation correct form at

before arriving)

SECTION 2: Arrivals

General Welcome: 3

Fire Drill: 4

Room Allocation: 5

Introductory Talk:

SECTION 3: Centre Facilities:

* very clean and nice but no teacher - hower + hard bathroom available better.

Pupil Accommodation: 3

Teacher Accommodation: 2

Washing & Toilet Facilities: 3.3

Cleanliness / Hygiene: 2

The Grounds: 2

Catering: 2

Were there any accommodation problems? Room allocation in

(No hand soap in kids' bathrooms - maybe in future?) But accommodation was good.

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

3 - kids - maybe a clock? soap (as mentioned)

Standard of Furnishing? Teachers' rooms very good (sofa's a bit tired now)

SECTION 4: Meals

Were the meals of an adequate standard? Yes, plenty on offer
Children and adults enjoyed them

Was there enough to eat? Yes, plenty

Was the food served promptly? Not on 1st evening - guests waiting for a while as dining hall packed

Were all dietary requirements catered for? Yes. And chef even made a call for an individual child

How do you rate the packed lunches? N/A

Any other comments? Dining hall is getting very busy - sometimes not many places to sit. Maybe the needs to use you need 2 dining halls at peak times?

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: 3

Professional: 1

- mostly - apart from the odd one

Which instructors were motivating / clear / enthusiastic?

Picture of instructors in folder would be useful as we can't remember names of all. (2 we had task right (14/6) TG)

How do you rate the outdoor pursuits? 2. We didn't get all the

choices we wanted and some were quite similar - MD, TG and WG - 3 quite similar

How do you rate the outdoor pursuit equipment? 2 - very good

What were your pupil's favourite outdoor pursuits? paddle boarding, climbing, caving

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

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

Maybe increase capacity of water activities. At peak times or things, children can't

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? The activities, the food

Which aspect of your stay was least enjoyed? The experience in an over crowded dining hall - hot, busy.

How do you rate the overall product on a value for money basis? 3 similar to others

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?

The arrival threw us completely when we had to re-arrange all the girls as they could be allocated ^{rooms} in a garden house. This was why the girls coped well with the charges.
Where did you hear of Manor Adventure? BEEN BEFORE

What were the reasons for choosing Manor Adventure? Good outdoor pursuits, water activities, quality of accommodation, food and instruction + super location

Which centre did you visit last year? NORFOLK

What other visits does your school organise? Year 5 residential + Year 6 residential (this one)

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? No

Name: Name:

Address: Address:

manor adventure

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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