

We constantly strive to improve our high standards. Your comments are very important to us and will be assessed by our management team.

SCHOOL: ARTY LEADER: ...
CENTRE: Norfolk Lakes DATES: 13, 14, 15 June
NAME OF ACCOMMODATION: Teal 1, 2, 3 + 5

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?

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

Did he provide a fair description of our centre and product? 1

How professional was the Presentation Evening? 1

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: 2 Fire Drill: 2

Room Allocation: 2 Introductory Talk: 2

SECTION 3: Centre Facilities:

Pupil Accommodation: 2 Teacher Accommodation: 1

Washing & Toilet Facilities: 2 Cleanliness / Hygiene: 3

The Grounds: 1 Catering: 2

Were there any accommodation problems? No

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

Pupil - 3

Standard of Furnishing? 2

SECTION 4: Meals

Were the meals of an adequate standard? 2

Was there enough to eat? 4

Was the food served promptly? 2

Were all dietary requirements catered for? 1

How do you rate the packed lunches? -

Any other comments? -

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: 2 Professional: 3

Which Instructors were motivating / clear / enthusiastic?

Group 18, 19, 20 - Grant/stand-up paddle boarding

Group 20 - raft building

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? Grant/stand-up paddle boarding, raft building

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?

They were occasions when instructors crossed professional boundaries I would expect and became quite physical with pupils. (ie pupils taking belongings!)

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *Water based activities and breakfast (pupil voice)*

Which aspect of your stay was least enjoyed? *Behaviour of a minority of instructors (pupil voice)*

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?

Manor Adventure have done everything they can to help our school organise our very first residential in a short space of time. It is really appreciated and we will be recommending the company to others.

Where did you hear of Manor Adventure? *Colleague at previous school (Norwich School)*

What were the reasons for choosing Manor Adventure?

As above. It is local to our school, which is something we were looking for considering our unique context as a school.

Which centre did you visit last year? *—*

What other visits does your school organise? *—*

SECTION 7 *+Also, as it is our first visit, we have learned that we need to bring more first aid provisions as it is led by school staff.*

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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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