

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: 27/6 - 1/7
NAME OF ACCOMMODATION: GREBE

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?

Mr Dodd had an issue with the arrows on the presentation - they send you backwards
If you had a visit from one of our School Journey Advisors: (apparently)

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 - Thanks to Caroline & Sue!

Operations (Rooming, outdoor pursuit programmes, support)? 3 - would have been good to have itinerary earlier.

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: Balcony rooms - 1 smaller rooms - 3

Washing & Toilet Facilities: 1 Cleanliness / Hygiene: 1

The Grounds: 1 Catering: 1 - Yummy!!

Were there any accommodation problems? Ants downstairs

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

Standard of Furnishing? 2

SECTION 4: Meals

Were the meals of an adequate standard? 1

Was there enough to eat? 1

Was the food served promptly? Was a little slow at times. Was better when 2 servers were open.

Were all dietary requirements catered for? 1

How do you rate the packed lunches? N/A

Any other comments?

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: 1 Professional: 1

Which Instructors were motivating / clear / enthusiastic?

fox, Ellie, Oly 1, 2, 3 & 4, Mollie Alisa (excellent with challenging behaviour)

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? Sailing, raft building, Giant Paddle Boarding

Are there any new outdoor pursuits you would like Manor Adventure to offer? No

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

Consider length of sessions for age of children eg. 3 hours sailing was too long for ours

SECTION 6: Overall Assessment

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

Which aspect of your stay was least enjoyed? Orienteering, Scavenger hunt, compass skills

How do you rate the overall product on a value for money basis? 1

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?

Children loved their week fridge in every room please Teachers Spa day 😊 Hot tub on balconies

Where did you hear of Manor Adventure? Internet

What were the reasons for choosing Manor Adventure? Water sport based Not too far from school Value for money

Which centre did you visit last year? Didn't - Covid

What other visits does your school organise? Too many

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