

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: Northfolk Lakes DATES: 24th - 26th June
NAME OF ACCOMMODATION: Bitters

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?
How professional was the Presentation Evening?

How did you rate our pre-visit administration?

Customer Services (Bookings, payments, support)? 1
Operations (Rooming, outdoor pursuit programmes, support)? 3
Preview visit to the centre?

SECTION 2: Arrivals

General Welcome: 1 Fire Drill: 1
Room Allocation: 1 Introductory Talk: 3

SECTION 3: Centre Facilities:

Pupil Accommodation: 3 Teacher Accommodation: 2
Washing & Toilet Facilities: 2 Cleanliness / Hygiene: 1
The Grounds: 2 Catering: 1

Were there any accommodation problems? Staff beds not made up. 1 childrens room missing curtain. 1 curtain pole came out (5)

Standard of cleanliness / tidiness? (teacher & pupil) Very good

Standard of Furnishing? Very good

SECTION 4: Meals

Were the meals of an adequate standard? 2. Another option for lunch would be useful, not just jacket potatoe.

Was there enough to eat? 1

Was the food served promptly? 1

Were all dietary requirements catered for? 1

How do you rate the packed lunches? N/A

Any other comments? Service staff very friendly & helpful.

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: 2 Professional: 2

Which Instructors were motivating / clear / enthusiastic?

Some^{one} excellent. Other lacking explanation & demonstration of activity (paddleboarding, raft building, climbing) for primary school.

How do you rate the outdoor pursuits? 2. Children not enthusiastic about MO. Not very exciting or engaging compared to other activities.

How do you rate the outdoor pursuit equipment? 1

What were your pupil's favourite outdoor pursuits? Paddleboarding, Climbing, low ropes & ferris

Are there any new outdoor pursuits you would like Manor Adventure to offer? Laser tag, Nerf war games.

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

Raft building - more time on lake, less on land. Demo each activity to young children eg how to paddleboard. Attempt to see wild/moss

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *Water activities & food*

Which aspect of your stay was least enjoyed? *NO activity. Some leaders lacked engagement with children at times.*

How do you rate the overall product on a value for money basis? *Good if all the activities are high quality that children cannot do elsewhere.*

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?

Consider travel time to activity as occupying time gaps in between

Michael & Amy were very good with explanation and engaging with children. Intro talk - no tick forms so to late to order a brief. (Obtained course group 5 min - excellent)

Where did you hear of Manor Adventure? *Review with*

What were the reasons for choosing Manor Adventure? *As above*

Which centre did you visit last year? *Norfolk Lakes*

What other visits does your school organise? *N/A.*

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

Head office: Culmington Manor, Craven Arms, Shropshire, SY7 9BY
Telephone: 01584 861333 Fax: 01584 861367 www.manoradventure.com

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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