

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: 24-26<sup>th</sup> June  
NAME OF ACCOMMODATION: Kingfisher

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? 2  
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? N/A

How professional was the Presentation Evening? N/A

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? N/A

### SECTION 2: Arrivals

General Welcome: 2 ..... Fire Drill: 2

Room Allocation: 1 ..... Introductory Talk: 1

### SECTION 3: Centre Facilities:

Pupil Accommodation: 2 ..... Teacher Accommodation: 1

Washing & Toilet Facilities: 1 ..... Cleanliness / Hygiene: 1

The Grounds: 1 ..... Catering: 1

Were there any accommodation problems? Injury from bunk bed ladder

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

Standard of Furnishing? 2

### SECTION 4: Meals

Were the meals of an adequate standard? 3

Was there enough to eat? 4

Was the food served promptly? 3

Were all dietary requirements catered for? 3 (needs dairy free/vegan)

How do you rate the packed lunches? N/A

Any other comments? The wait for dining space was quite long - often no tables at start of time slot

### SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: 2 ..... Professional: 2

Which Instructors were motivating / clear / enthusiastic?

Neva, Molly, Chris, 2, Ollie

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? paddle boarding, obstacle course

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?

**SECTION 6: Overall Assessment**

Which aspect of your stay was most enjoyed? *Activities and instructors*

Which aspect of your stay was least enjoyed? *meal time organisation*

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 - already booked!*

Have you any further general comments which you feel would be useful to us?  
*With water activities - children were uncomfortable with being forced into water/thrown*

Where did you hear of Manor Adventure? *Used previous year*

What were the reasons for choosing Manor Adventure? *Centre and activities were fantastic last year. Not too far to travel*

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

What other visits does your school organise? *no other residential*

**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  
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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