

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: *L*
CENTRE: *NORFOLK LAKES* DATES: *24-26th JUNE '22*
NAME OF ACCOMMODATION: *MALLARD*

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? *Didn't see a brochure*

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

Not familiar with website

If you had a visit from one of our School Journey Advisors: *N/A*

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)?

Operations (Rooming, outdoor pursuit programmes, support)?

Preview visit to the centre?

SECTION 2: Arrivals

General Welcome: *3* Fire Drill: *5 (NOT GIVEN TO TEACHERS)*

Room Allocation: *3* Introductory Talk: *3*

SECTION 3: Centre Facilities:

Pupil Accommodation: *3* Teacher Accommodation: *2 1*

Washing & Toilet Facilities: *3* Cleanliness / Hygiene: *2*

The Grounds: *2* Catering: *3*

Were there any accommodation problems? *Shower ^{head} in dormitory did not sit in its cradle; clock not working in hallway*

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

Standard of Furnishing? *2*

SECTION 4: Meals

Were the meals of an adequate standard?

Yes

Was there enough to eat? *Some children wanted bigger portions at the evening meal*

Was the food served promptly? *Yes (1)*

Were all dietary requirements catered for? *YES (1)*

How do you rate the packed lunches? *N/A*

Any other comments? *The kitchen staff were extremely helpful with our special dietary needs. Thank you*

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: *2* Professional: *3*

Which Instructors were motivating / clear / enthusiastic?

YES (3/2) C.C. was very well liked

How do you rate the outdoor pursuits? *Very good - a wide range to suit all children*

How do you rate the outdoor pursuit equipment? *It was all in good condition*

What were your pupil's favourite outdoor pursuits? *GSUP*

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?

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed?

Good activities, well spaced, enough 'down' time

Which aspect of your stay was least enjoyed?

How do you rate the overall product on a value for money basis? *Sorry - not*

aware of how much it cost

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?

I did not have a walking-talker on the first night. We were told that our tuck order would be brought to us but, when I chased it, was told we had to collect it ourselves because everyone had been busy!

Where did you hear of Manor Adventure? *NPT SURE*

What were the reasons for choosing Manor Adventure? *RECOMMENDATION*

Which centre did you visit last year? *N/A (COVID)*

What other visits does your school organise?

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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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