

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: *Manor Adventure Norfolk* DATES: *26th - 27th June*

NAME OF ACCOMMODATION: *Grange*

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: *NIA*

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

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)? *1*

Preview visit to the centre? *1*

SECTION 2: Arrivals

General Welcome: *1* Fire Drill: *1*

Room Allocation: *1* Introductory Talk: *1*

SECTION 3: Centre Facilities:

Pupil Accommodation: *1* Teacher Accommodation: *1*

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

The Grounds: *1* Catering: *1*

Were there any accommodation problems?

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

Standard of Furnishing? *1, 1*

SECTION 4: Meals

Were the meals of an adequate standard? *1*

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? *NIA*

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?

Gemma, all of them. They were patient and the kids loved them.

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? *rock climbing, kayaking*

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? *Activities and busy timetable.*

Which aspect of your stay was least enjoyed? *Anti problems in rooms on ground floors - although I'd say it's our kids fault for ~~leaving~~ leaving sweets on the floor.*

How do you rate the overall product on a value for money basis? *Good value.*

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? *Some of the instructors during the canoe sessions, could have demo'd and taught children how to steer or manoeuvre the boat. The kids struggled and were expected to know how to turn left and right without any teaching.*

Where did you hear of Manor Adventure? *Internet of the skill.*

What were the reasons for choosing Manor Adventure? *Previous visits have been great.*

Which centre did you visit last year? *Norwalk.*

What other visits does your school organise? *Year 5 camping trip.*

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

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