

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 ..... DATES: 7<sup>th</sup> - 10<sup>th</sup> March 2022

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? Yes - 1

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

N/A - Add the licenses to the website.

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)? 1

Preview visit to the centre? Very accommodating

### SECTION 2: Arrivals

General Welcome: 1 ..... Fire Drill: 1

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

### SECTION 3: Centre Facilities: Add hooks in children's bedrooms?

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

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

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

Were there any accommodation problems? No. boot room in

block 5 - resulting in mud and dust.

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

Great staff showers

Standard of Furnishing? 1 - Staff fridges were good!

hooks on back of doors? mirror in staff rooms

possible clocks in the room for children?

### 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 - Dietary cards

were good

How do you rate the packed lunches? N/A

Any other comments? Really friendly chefs good they

could eat fruit. Make the water fountain

clearer outside?

### SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: 1 ..... Professional: 1

Which Instructors were motivating / clear / enthusiastic?

Zac, Ellie, Alisha, Millie, Molly, Kyle,

Dan, Tasha, Taylor, Chris, Nathan, Ben, Amy

How do you rate the outdoor pursuits? 1

How do you rate the outdoor pursuit equipment? 2. possibly more

waterproofs if children need i.e. trawlers

What were your pupil's favourite outdoor pursuits? Paddle boarding

and giant paddle boarding, raft building

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?

No.



**SECTION 6: Overall Assessment**

Which aspect of your stay was most enjoyed? *The instructors were really helpful. Children enjoyed their accommodation and being trusted to go free time*

Which aspect of your stay was least enjoyed? *When the weather wasn't very good the leader <sup>N/A</sup> changed the length of the activities*

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

Will you be considering a further visit with Manor Adventure? *Yes - 1 - All booked for March 2023*

Have you any further general comments which you feel would be useful to us?  
*We really enjoyed our stay. The children learnt how to be independent. Very secure site and procedures.*

Where did you hear of Manor Adventure? *Website*

What were the reasons for choosing Manor Adventure? *Accommodate 60 children and the distance from Essex was convenient.*

Which centre did you visit last year? *Stubbess Adventure Centre*

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?

Name: ..... Name: .....

Address: ..... Address: .....



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# manor adventure

## COURSE REPORT FORM

For



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*



Have you considered our French Centres

Le Château de Warsy & Le Château du Broutel

