

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: 21-23 March 22  
NAME OF ACCOMMODATION: Swan .....

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? .....

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

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)? ..... 1

Operations (Rooming, outdoor pursuit programmes, support)? ..... 1

Preview visit to the centre? ..... ✓

### 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? None .....

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

Standard of Furnishing? 1 The teacher rooms are great!

Nice to have en-suite in all rooms too.

### SECTION 4: Meals

Were the meals of an adequate standard? ..... 1

Was there enough to eat? 2 - More than enough for breakfast & lunch, but some ch. hungry after dinner.

Was the food served promptly? ..... 1

Were all dietary requirements catered for? ..... 1 Yes - very helpful as always

How do you rate the packed lunches? ..... ✓

Any other comments? Thanks to Gary & the team for their help with the allergies & carb counting.

### SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: ..... 1 Professional: ..... 1

Which Instructors were motivating / clear / enthusiastic?

Our children particularly liked Zac, Joe, Kyle & - but thank you to all.

How do you rate the outdoor pursuits? 1 Excellent - great to have such a range of options.

How do you rate the outdoor pursuit equipment? ..... 1

What were your pupil's favourite outdoor pursuits? ASUP, kayaking & climbing

Are there any new outdoor pursuits you would like Manor Adventure to offer? children said: trampolining, golf & water polo.

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? *Water sports & the food!*

Which aspect of your stay was least enjoyed? .....

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! Same again next year*

Have you any further general comments which you feel would be useful to us?  
.....  
.....  
.....

Where did you hear of Manor Adventure? *Online?*

What were the reasons for choosing Manor Adventure? *4th annual visit (my 3rd) - it's been great every time!*

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

What other visits does your school organise? *Aylmerton, Cambridge, Glessenhall*

**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**

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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