

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: 21-25 March 2022
NAME OF ACCOMMODATION: Teal

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

How could we improve our website, www.manoradventure.com?
..... Nothing

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? 1

SECTION 2: Arrivals

Due to staffing levels, waiting at the gate
General Welcome: 2 Fire Drill: 2

Room Allocation: 1 Introductory Talk: 2 Felt rushed again we assume staffing levels made this challenging.

SECTION 3: Centre Facilities:

Pupil Accommodation: 2 Teacher Accommodation: 2

Washing & Toilet Facilities: 2 Cleanliness / Hygiene: 2

The Grounds: 2 Catering: 1 very sensitive to individual children's needs.

Were there any accommodation problems? Staff bathroom blind missing but addressed quickly. Checks didn't work but not an issue for us. Children's bathroom no hand wash available, we expected that so would have brought our own.

Standard of cleanliness / tidiness? (teacher & pupil)

..... 3 - lots of cobwebs and a black bag of rubbish left in one of the children's rooms.

Standard of Furnishing?

..... Fine.

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? n/a

Any other comments? The staff were amazing. Greeted every child with a smile.

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: 1 Professional: 1

Which Instructors were motivating / clear / enthusiastic?

Willie was exceptional at recognising and supporting any of our child who are sensitive or have a social need. Joe - great all rounder. Karl, animated/good behavior management balance. Chris very knowledgeable on Survival.
How do you rate the outdoor pursuits?

How do you rate the outdoor pursuit equipment?

What were your pupil's favourite outdoor pursuits? Blind trail, bouldering, low rope, obstacle course, giant canoe, scavenger hunt, wide games

Are there any new outdoor pursuits you would like Manor Adventure to offer?

..... Nothing new, but the children liked working together. (ingrass) wide games, IEs etc, Giant Canoe.

Do you have any suggestions on how we could improve our product or outdoor pursuits?

..... No

*Reiss, reassuring but great fun for the children.
Molly + Teah, friendly + enthusiastic + patient.*

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *Challenging themselves and doing something new*

Which aspect of your stay was least enjoyed? *Quiz questions were beyond most children's interests so the fun element (from previous years) was missing*

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

Will you be considering a further visit with Manor Adventure? *1 - already provisionally booked*

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

Additional toilet paper in girls accommodation. Bath mats for children's rooms as floor became very slippery after 12 children had showered. Maybe an anti-bac spray & paper towels to clean tables between schools.

Where did you hear of Manor Adventure? *Been coming for years - usually France.*

What were the reasons for choosing Manor Adventure? *Reliable service & always a good team both admin & on site.*

Which centre did you visit last year? *None - COVID. But Chateau Botetel in 2020.*

What other visits does your school organise? *Day local visits.*

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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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