

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: 21st-25th March '22
NAME OF ACCOMMODATION: Grebe

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? Good-3

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

More pictures of childrens rooms

If you had a visit from one of our School Journey Advisors:

Did he provide a fair description of our centre and product? 2- Very Good

How professional was the Presentation Evening? 2- Very Good

How did you rate our pre-visit administration?

Customer Services (Bookings, payments, support)? 1-Excellent

Operations (Rooming, outdoor pursuit programmes, support)? 1-Excellent

Preview visit to the centre? 2- Very good - would have been good to have seen Grebe due to different buyout

SECTION 2: Arrivals

General Welcome: 1-Excellent Fire Drill: 1-Excellent

Room Allocation: 1-Excellent Introductory Talk: 1-Excellent

SECTION 3: Centre Facilities:

Pupil Accommodation: 1-Excellent Teacher Accommodation: 2- Very Good

Washing & Toilet Facilities: 1-Excellent Cleanliness / Hygiene: 1-Excellent

The Grounds: 2-very good Catering: 1-Excellent

Were there any accommodation problems? None

Standard of cleanliness / tidiness? (teacher & pupil) 1-Excellent on both

Standard of Furnishing? 1-Excellent

SECTION 4: Meals

Were the meals of an adequate standard? 1-Excellent

Was there enough to eat? 1-Excellent

Was the food served promptly? 1-Excellent

Were all dietary requirements catered for? 1-Excellent

Thank you to Gary, James et al - you were awesome

How do you rate the packed lunches? lunch provided in dining room 1-excellent

Any other comments?

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: 2-Very Good Professional: 2-Very Good

Which Instructors were motivating / clear / enthusiastic?

Millie, Fox, Joe, ~~Callum~~
Tasha Callum Reece

How do you rate the outdoor pursuits? 2-Very good

How do you rate the outdoor pursuit equipment? 2-very good

What were your pupil's favourite outdoor pursuits? Canoeing, kayaking, caving, paddleboarding, obstacle course

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

Zip wire, leap of faith, Jacob's ladder

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*

Which aspect of your stay was least enjoyed? *Being near schools who screamed after you*

How do you rate the overall product on a value for money basis? *2-Very Good*

Will you be considering a further visit with Manor Adventure? *Yes - booked for September 22*

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

Change your movement sensor gate to a metal sensor (a few children tried to get out)

Where did you hear of Manor Adventure? *Internet*

What were the reasons for choosing Manor Adventure?

*Water sports
closest to school*

Which centre did you visit last year? *Kingswood West Runton*

What other visits does your school organise? *Grange water (water sports day)*

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

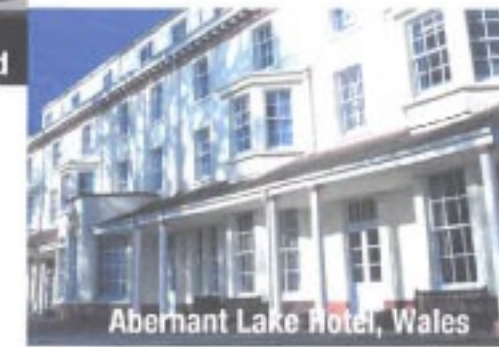
For



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