

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: 10<sup>th</sup> - 14<sup>th</sup> October 2022 .....  
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? Yes .....

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

If you had a visit from one of our School Journey Advisors: Did not .....

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)? Very good .....

Operations (Rooming, outdoor pursuit programmes, support)? Very good .....

Preview visit to the centre? N/A .....

### 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: 2. ..... Cleanliness / Hygiene: 1. .....

The Grounds: 2. ..... Catering: 1. .....

Were there any accommodation problems? No .....

Standard of cleanliness / tidiness? (teacher & pupil) Very clean and tidy .....

Standard of Furnishing? High standard .....

### SECTION 4: Meals

Were the meals of an adequate standard? Very much so .....

Was there enough to eat? Plenty .....

Was the food served promptly? Yes .....

Were all dietary requirements catered for? Yes .....

How do you rate the packed lunches? N/A .....

Any other comments? .....

### SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: 1. ..... Professional: 2. .....

Which Instructors were motivating / clear / enthusiastic?  
All instructors we encountered were lovely, supportive and the children enjoyed every session. .....

How do you rate the outdoor pursuits? Excellent .....

How do you rate the outdoor pursuit equipment? Very good .....

What were your pupil's favourite outdoor pursuits? SUP, caving, kayaking .....

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

Zip wire? .....

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

None .....

**SECTION 6: Overall Assessment**

Which aspect of your stay was most enjoyed? *Honestly, all of it.*

Which aspect of your stay was least enjoyed? *None*

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

Will you be considering a further visit with Manor Adventure? *Yes, already booked for October 2023.*

Have you any further general comments which you feel would be useful to us?  
*N/A*

Where did you hear of Manor Adventure? *School used before*

What were the reasons for choosing Manor Adventure? *Professionalism, location and reputation.*

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

What other visits does your school organise? *Educational day 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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# manor adventure

## COURSE REPORT FORM

For



Culmington Manor, England



Abernant Lake Hotel, Wales



Lockerbie Manor, Scotland

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