

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: 10-14<sup>th</sup> October  
NAME OF ACCOMMODATION: Bittern .....

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?  
Video links to all work but it's very informative. ....

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? .....

How did you rate our pre-visit administration?

Customer Services (Bookings, payments, support)? Amazing! (1) .....  
Operations (Rooming, outdoor pursuit programmes, support)? Very good (2) .....  
Preview visit to the centre? No .....

### SECTION 2: Arrivals

General Welcome: (1) ..... Fire Drill: (3) The guys were very quiet in getting children but  
Room Allocation: (2) ..... Introductory Talk: (2) .....

### SECTION 3: Centre Facilities:

Pupil Accommodation: (2) ..... Teacher Accommodation: (2) .....  
Washing & Toilet Facilities: (2) ..... Cleanliness / Hygiene: (2) .....  
The Grounds: (3) ..... Catering: (2) We were very well looked after .....

Were there any accommodation problems? The doors were/are falling apart and there was a crack on our accomodation door .....

Standard of cleanliness / tidiness? (teacher & pupil) very good (2) .....

Standard of Furnishing? (2) .....

### SECTION 4: Meals

Were the meals of an adequate standard? Yes - lots of beef though? We loved the food and the catering team were/are amazing. ....

Was there enough to eat? Yes lots of options. Not good for a fish allergy though. ....

Was the food served promptly? Not on Tueday potatoes day. We were 30 minutes late and missed the start of our activity. ....

Were all dietary requirements catered for? Fish allergy wasn't at the beginning of the week. A chef was touching all foods with his hands and fist pumping chn with gloves. Not able to guarantee cross contaminati  
How do you rate the packed lunches? N/A .....

Any other comments? Other schools were sat talking so each day we had to wait for their teachers to finish as they would move only as a whole group in the dining hall. ....

### SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?  
Helpful: 1 ..... Professional: 1 .....

Which Instructors were motivating / clear / enthusiastic?  
We really liked working with kai. ....

How do you rate the outdoor pursuits? (2) .....

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

What were your pupil's favourite outdoor pursuits? Wide games, kayaking, paddle boarding and high ropes .....

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

Do you have any suggestions on how we could improve our product or outdoor pursuits?  
NA it was everything we expected and wanted. ....

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *The activities*

Which aspect of your stay was least enjoyed? *Waiting for other schools to move in the dining room.*

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 definitely!*

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

*Sue and Caroline in the admin team were incredibly helpful and helped us greatly. They are an asset!*

Where did you hear of Manor Adventure? *word of mouth*

What were the reasons for choosing Manor Adventure? *Our headteacher had attended with a previous school.*

Which centre did you visit last year? *N/A*

What other visits does your school organise? *None*

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