

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: Manor Norfolk Lakes DATES: 10th Oct - 14th Oct.

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? 2

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

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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)?

Operations (Rooming, outdoor pursuit programmes, support)?

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: 2 Teacher Accommodation: 1

Washing & Toilet Facilities: 1 Cleanliness / Hygiene: 2

The Grounds: 1 Catering: 1

Were there any accommodation problems? No. Anything minor was sorted.

Standard of cleanliness / tidiness? (teacher & pupil) 1 - Just need some bins in the pupils rooms.

Standard of Furnishing? 2 - Just a couple of squeaky beds.

SECTION 4: Meals

Were the meals of an adequate standard? 1 - Yes!

Was there enough to eat? 1 - Yes.

Was the food served promptly? 1 - Yes - Incredibly organised every time.

Were all dietary requirements catered for? 1 - Yes.

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

Any other comments? Chris and James have been wonderful!

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: 1 Professional: 1

Which Instructors were motivating / clear / enthusiastic?

Taylor - Brilliant with all our pupils!!

Jess - Really supportive in caring!!

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? Sup, low ropes, kayak.

Are there any new outdoor pursuits you would like Manor Adventure to offer? N/A - None.

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? *All of the activities!*

They have loved them.

Which aspect of your stay was least enjoyed? *The rooms got really dirty across the week - We were given a hoover but the bathrooms ought to have had a clean too.*

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

Will you be considering a further visit with Manor Adventure? *Yes!*

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

Thank you all for your hard work this week! Minimal Consideration - Medication - When asked if the staff have it, it then questions an integrity to have to prove it. There should be mutual trust between us.

Where did you hear of Manor Adventure? *Came in 2018 and before*

What were the reasons for choosing Manor Adventure? *Quality standards or accommodation, variety of activities*

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

What other visits does your school organise? *We do a mixture of different visits across KS2.*

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: *N/A* Name: *N/A*

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