

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: 5-9th September
NAME OF ACCOMMODATION: Glebe

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? Not accurate but

How could we improve our website, www.manoradventure.com? we have been before. This is better than the brochure suggests. Also there is no swimming pool.

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

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)? Caroline is great!

Operations (Rooming, outdoor pursuit programmes, support)?

Preview visit to the centre?

SECTION 2: Arrivals

General Welcome: Sarah was fantastic! Fire Drill: initial was good but when it was an actual drill it wasn't completed

Room Allocation: Great Introductory Talk: Great fully eg. children sent back without going to assembly point

SECTION 3: Centre Facilities: as it was a false alarm. Should have been carried out fully regardless for safety.

Pupil Accommodation: Good Teacher Accommodation: Good

Washing & Toilet Facilities: Cleanliness / Hygiene:

The Grounds: Catering:

Were there any accommodation problems? It was good but a few things inconsistent. some staff rooms with chairs and handwash, some without. Staff fantastic though.

Standard of cleanliness / tidiness? (teacher & pupil) Great

Standard of Furnishing? Great

SECTION 4: Meals

Were the meals of an adequate standard? Yes but at the start of week there was lack of choice but was much better later in week.

Was there enough to eat? Yes

Was the food served promptly? Yes!

Were all dietary requirements catered for? Yes!

How do you rate the packed lunches? NA.

Any other comments? All catering staff fantastic and so accomodating. often asked if we are enjoying it and if there's anything else we would like.

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors? Instructors - excellent.

Helpful: Yes Professional: Yes some operating with limited experience and little notice of coming to centre.

Which Instructors were motivating / clear / enthusiastic? Yes-very much so! but they were fantastic.

How do you rate the outdoor pursuits? Great.

How do you rate the outdoor pursuit equipment? Great.

What were your pupil's favourite outdoor pursuits? Water activities

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

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

Timings - we've had to cut some short when early for lunch

safety increase so children know in future that they cannot go back for shoes etc.

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *Location is stunning. Activities & instructors. Kitchen staff*

Which aspect of your stay was least enjoyed? *Timings. Water activities & early lunch/dinner not do-able. Could be by met a lot much better.*

How do you rate the overall product on a value for money basis? *Unfortunately we could see strain on staff and resources this year. We didn't feel it was good value for money this year. We felt a bit like we were on a conveyor belt being and not valued*

Will you be considering a further visit with Manor Adventure? *Have you any further general comments which you feel would be useful to us?*

although the instructors & kitchen staff helped to give this a more positive balance. We have booked but we are very apprehensive now. This is our fourth time but this time feel it has been done more cheaply. There have been fantastic

Where did you hear of Manor Adventure? *Previous visitors*

What were the reasons for choosing Manor Adventure? *Previous experiences doesn't seem to be the same feel. In the past meetings were a*

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

What other visits does your school organise? *We would be happy to discuss this in more detail.*

SECTION 7 *Form hasn't asked for particular instructors*

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:



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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