

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: 5th - 9th September
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? Didn't use
How could we improve our website, www.manoradventure.com?
.....
.....

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)? Really responsive

Operations (Rooming, outdoor pursuit programmes, support)? " "

Preview visit to the centre? N/A

SECTION 2: Arrivals

General Welcome: 2 Fire Drill: 3

Room Allocation: 2 Introductory Talk: 2

SECTION 3: Centre Facilities:

Pupil Accommodation: 2 Teacher Accommodation: 1

Washing & Toilet Facilities: 2 Cleanliness / Hygiene: 1

The Grounds: 3 Catering: 1

Were there any accommodation problems?

Any issues sorted straight away, eg shower heads

Standard of cleanliness / tidiness? (teacher & pupil) All good

Standard of Furnishing? A little tired - beds extremely

noisy in children's rooms

SECTION 4: Meals

Were the meals of an adequate standard? Yes - all enjoyed by
staff and children

Was there enough to eat? lots!

Was the food served promptly? Some service was slow but
on the whole service was good

Were all dietary requirements catered for? Really well - children
didn't miss out at all

How do you rate the packed lunches? Didn't eat any!

Any other comments? kitchen staff very friendly and
accommodating. Meals were delicious and we have
been very well fed - thank you!

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: 2 Professional: 2
staff all so knowledgeable but some struggled to put this across.

Which Instructors were motivating / clear / enthusiastic?

This is an area we felt lacked this year - staff previously
have been full of energy and really engaged children but
this year some struggled to hook our children. *

How do you rate the outdoor pursuits? All children really enjoyed the activities

How do you rate the outdoor pursuit equipment? Some need replacing
eg blindfolds, fencing, archery arrows etc.

What were your pupil's favourite outdoor pursuits? Aeroball was fab!
Water sports like paddleboarding were loved by all

Are there any new outdoor pursuits you would like Manor Adventure to offer?
.....
* Dave, Alyssia Kyle, Chris, Ollie (long hair)

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

staff training on delivery to primary aged children -
how to keep attention, behaviour management, knowledge of SEND

SECTION 6: Overall Assessment

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

Which aspect of your stay was least enjoyed? *All activities enjoyed in different ways.*

How do you rate the overall product on a value for money basis? *Excellent in comparison to other providers*

Will you be considering a further visit with Manor Adventure? *Yes - hopefully next year!*

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

Would be great if staff could spend more time introducing themselves to build initial relationships with children.

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

What were the reasons for choosing Manor Adventure?

*- Variety of projects - value for money
- Location - Accommodation*

Which centre did you visit last year? *Here!*

What other visits does your school organise?

*The Deep
The Space Center Leicester*

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

Head office: Culmington Manor, Craven Arms, Shropshire, SY7 9BY

Telephone: 01584 861333 Fax: 01584 861367 www.manoradventure.com

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