

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: 21 Sept to 25 Sept
NAME OF ACCOMMODATION: Mallard 1, 2, 3, 4, 5

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? Did not have a brochure

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

Update seems to work better.

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? N/A

How did you rate our pre-visit administration?

Customer Services (Bookings, payments, support)? We were unaware of it

Operations (Rooming, outdoor pursuit programmes, support)? we were on a budget version after 7/8 years

Preview visit to the centre? N/A

SECTION 2: Arrivals

General Welcome: Very Good Fire Drill: Very Good

Room Allocation: Good but need ensuite. Introductory Talk: Very Good

SECTION 3: Centre Facilities:

Pupil Accommodation: good/ok Teacher Accommodation: Good

Washing & Toilet Facilities: need ensuite too many pupils Cleanliness / Hygiene: ok

The Grounds: Excellent Catering: Very Good (Has improved since July!)

Were there any accommodation problems? Mainly 12 pupils

sharing one shower.

Standard of cleanliness / tidiness? (teacher & pupil) ok for pupils

Very good teachers

Standard of Furnishing? good

SECTION 4: Meals

Were the meals of an adequate standard? Very Good

Was there enough to eat? Yes

Was the food served promptly? Breakfast was a little late one day.

Were all dietary requirements catered for? Yes

How do you rate the packed lunches? N/A

Any other comments? More tables needed in dining room area as when covid would help.

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: Excellent! Professional: Excellent!

Which Instructors were motivating / clear / enthusiastic?

Alyssia, Christine, Molly, (All very good)

How do you rate the outdoor pursuits? Excellent

How do you rate the outdoor pursuit equipment? Very good but had hoped to do canoes/kayaks as in previous years.

What were your pupil's favourite outdoor pursuits? Caving, rifles, fencing, climbing, Paddle board, tuckshop

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

Zip line.

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

Benches in lake area for teachers to use. Better internet I could not communicate

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *Activities*

Which aspect of your stay was least enjoyed? *Lack of internet in teacher accommodation to send work, pictures etc.*

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*

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

This site has excellent staff which go over and above to make our stays successful.

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

What were the reasons for choosing Manor Adventure? *Past visits*

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

What other visits does your school organise? *lots in UK and abroad.*

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:

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