

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? Facilities, food and staffing numbers were all great

Which aspect of your stay was least enjoyed? Unavoidable, but losing sailing from the programme the week before. Ended up not having a huge impact, but made for awkward conversations with parents.

How do you rate the overall product on a value for money basis? Good value for money

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?

Where did you hear of Manor Adventure?

What were the reasons for choosing Manor Adventure? Variety of activity, trained instructors, site safety

Which centre did you visit last year?

What other visits does your school organise?

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:



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manor adventure

COURSE REPORT FORM

for

Culmington Manor, Shropshire

Lockerbie Manor, Scotland

Abernant Lake Hotel, Wales

Willersley Castle, Peak District

Norfolk Lakes, Norwich

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

Have you considered our French Centres



Le Château du Broutel



Le Château de Warsy



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: 24th - 28th April
NAME OF ACCOMMODATION: Grebe 1, 2 and 3

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

How could we improve our website, www.manoradventure.com ?
A bit more description on the activities available would be useful

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? 2
Customer Services (Bookings, payments, support)?
Operations (Rooming, outdoor pursuit programmes, support)?
Preview visit to the centre?

Caroline and Nikki were particularly helpful, and accommodating of our changing group and staff numbers; however it took a while to get an initial conversation started

SECTION 2: Arrivals

General Welcome: 2 Fire Drill: 2
Room Allocation: 1 Introductory Talk: 2

SECTION 3: Centre Facilities

Pupil Accommodation 1 Teacher Accommodation: 1
Washing & Toilet Facilities: 1 Cleanliness / Hygiene: 1
The Grounds: 1
Were there any accommodation problems? No
Standard of cleanliness / tidiness? (teacher & pupil) 1
Standard of Furnishing? 1

SECTION 4: Catering / Meals

Were the meals of an adequate standard? Yes, no complaints from students, lots of crowd pleasers!
Was there enough to eat? Yes, plenty
Was the food served promptly? Yes
Were all dietary requirements catered for? Yes, card and seperate service window were welcome additions
How do you rate the packed lunches? n/a
Any other comments? When the centre was busy, we often were able to be served but had nowhere to sit in the dining room, other groups seemed to hang out there after finishing their meals. Very small issue, but the size of the chairs in the dining room made movement for smaller students tricky.

SECTION 5: Centre Staff & Outdoor Pursuits

Did the Head of Centre / Chief Instructor make themselves known to you during your visit? Yes, on the last night
How do you rate the Centre Staff / Instructors? Helpful: Yes Professional: Yes
Were the Instructors motivating / clear / enthusiastic? Yes
How do you rate the outdoor pursuits? 2
How do you rate the outdoor pursuit equipment? 2
What were your pupil's favourite outdoor pursuits? High ropes, GSUP, Obstacle Course, Canoeing, Raft Building
Are there any new outdoor pursuits you would like Manor Adventure to offer?
Do you have any suggestions on how we could improve our product or outdoor pursuits? Some of the equipment for the indoor activities (archery, fencing, caving) was a bit tired (few of the head torches worked etc), Backup options for weather would be nice, IE the day we went kayaking it would have been great to have been offered an alternative, as the wind made it difficult, and clearly stressful for the instructor