

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *all of it*

Which aspect of your stay was least enjoyed? *n/a*

How do you rate the overall product on a value for money basis? *yes - good value*

Will you be considering a further visit with Manor Adventure? *yes - already booked up*

Have you any further general comments which you feel would be useful to us?
one didn't think we would book the aero (trampoline) activity again - too much waiting around with not much for kids to do

Where did you hear of Manor Adventure? *organised can't remember*

What were the reasons for choosing Manor Adventure?
great value and always have a very positive experience

Which centre did you visit last year? *none - post covid did not go*

What other visits does your school organise?
(a closer centre) → kingswood for 2 nights - year 4

Thank you as you

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, 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

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 sch DATES: 6th → 10th Feb 2023
NAME OF ACCOMMODATION: Grebe

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? YES 1
How could we improve our website, www.manoradventure.com?
..... not sure
If you had a visit from one of our School Journey Advisors: YES
Did he provide a fair description of our centre and product? 1
How professional was the Presentation Evening? 1
How did you rate our pre-visit administration?
Customer Services (Bookings, payments, support)? 1
Operations (Rooming, outdoor pursuit programmes, support)? 1
Preview visit to the centre? n/a

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: 1
The Grounds: 1 Catering: 1 - like some pasta maybe too
Were there any accommodation problems? please next time
Yes - House 1 the front door did not lock → we wanted to be able to lock our doors at night. We did
Standard of cleanliness / tidiness? (teacher & pupil) raise this issue - maintenance were unable to mend it
Standard of Furnishing? 1

SECTION 4: Meals

Were the meals of an adequate standard? Yes - lovely
..... would like some pasta options one eve too if possible please
Was there enough to eat? Yes - plenty very well looked after. Children + staff enjoyed their meals. Thankyou
Was the food served promptly? YES Marg and the team were great hosts!
Were all dietary requirements catered for? YES
How do you rate the packed lunches? haven't eaten yet!
Any other comments? Thankyou - staff were lovely with the children. Really made to feel welcome and cared for at every meal times.

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors? - all lovely
Helpful: 1 Professional: 1
Which Instructors were motivating / clear / enthusiastic? Chloe - very friendly / safety calmly was very aware
Dylan - fantastic - calm / friendly and professional with kids
Molly - same, very knowledgeable in survival skills. Michael (Steve) kept the children entertained - lots of positive energy.
How do you rate the outdoor pursuits?
great - thoroughly enjoyed
How do you rate the outdoor pursuit equipment? very good standard
What were your pupil's favourite outdoor pursuits?
high ropes / Blind Trail / survival
Are there any new outdoor pursuits you would like Manor Adventure to offer?
not sure - zorbing? zip-wire
Do you have any suggestions on how we could improve our product or outdoor pursuits?
..... no