

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *That the staff ran everything & we supervised & relaxed.*

Which aspect of your stay was least enjoyed? *—*

How do you rate the overall product on a value for money basis? *(5) £99 was a bargain & doubled the number of children at school who came.*

Will you be considering a further visit with Manor Adventure? *Yes - probably sometime of year.*

Have you any further general comments which you feel would be useful to us? *We were so impressed with how staff motivated children who were unwilling to participate.*

Where did you hear of Manor Adventure? *A visit from a rep a few yr ago.*

What were the reasons for choosing Manor Adventure? *Local as the children are Year 6. Excellent facilities.*

Which centre did you visit last year? *Nafell house.*

What other visits does your school organise? *A year 6 trip for 5 days.*

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

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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

DATES: 25-27th Jan 2023

NAME OF ACCOMMODATION:

Please score on the following basis if not making any comment:
1 - Excellent 2 - Very Good 3 - Good 4 - Acceptable 5 - Poor

Apologies - I'm dyslexic and reversed the 1 & 5
J. Walton

SECTION 1: Pre Arrival

Did you find the brochure accurate and informative? Used the internet

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

- Can't it give us all the info

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

Did he provide a fair description of our centre and product? NA

How professional was the Presentation Evening? NA

How did you rate our pre-visit administration?

Customer Services (Bookings, payments, support)? NA

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

Preview visit to the centre? -

SECTION 2: Arrivals

General Welcome: (5) Fire Drill: (5)

Room Allocation: (5) Introductory Talk: (5)

SECTION 3: Centre Facilities:


Pupil Accommodation: (5) Teacher Accommodation: (5) excellent

Washing & Toilet Facilities: (5) Cleanliness / Hygiene: (5) +

The Grounds: (5) Catering: (5) They made individual meals for children who were crying!

Were there any accommodation problems? (5)

Yes, the childrens dorms looked like a bomb had gone off

Standard of cleanliness / tidiness? (teacher & pupil) 5+5: (1) 

Standard of Furnishing? Excellent - One room had curtains which came off the hooks (minor point)

SECTION 4: Meals

Were the meals of an adequate standard? (5) We were the only school here so records were available.

Was there enough to eat? Yes (5)

Was the food served promptly? (5) yes

Were all dietary requirements catered for? Yes - They even accommodated awkward children!

How do you rate the packed lunches? (NA)

Any other comments? The kitchen staff were amazing, friendly & helpful.

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: 5 Professional: 5

Which Instructors were motivating / clear / enthusiastic?

All of them. Anna and the managers were outstanding.

How do you rate the outdoor pursuits? (5)

How do you rate the outdoor pursuit equipment? (5) They kindly allowed the children on the high ropes as the lake was frozen -

What were your pupil's favourite outdoor pursuits? High ropes + snowed.
We were unable to participate in water sports.

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

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

No. Only comment - Rifles - too much waiting for their turn. More instructors / child ratio.

Every 5 = 1.