

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 DATES: 19th June - 23rd June 23
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

SECTION 1: Pre-Arrival

How could we improve our website, www.manoradventure.com? 3

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

Did he provide a fair description of our centre and product? We had one 3 years ago.

How professional was the Presentation Evening?

How did you rate our pre-visit administration?

Customer Services (Bookings, payments, support)?

Operations (Rooming, outdoor pursuit programmes, support)?

Preview visit to the centre?

SECTION 2: Arrivals

General Welcome:1..... Fire Drill:1.....

Room Allocation:1..... Introductory Talk:1.....

SECTION 3: Centre Facilities

Pupil Accommodation1..... Teacher Accommodation:1.....

Washing & Toilet Facilities:1..... Cleanliness / Hygiene:

The Grounds: 3 Maybe spruce up with railings and cobwebs on building

Were there any accommodation problems? Disabled door bedroom outside doesn't lock outside patio doors can't lock.

Standard of cleanliness / tidiness? (teacher & pupil) More bins

Standard of Furnishing? NO problems.

SECTION 4: Catering / Meals

Were the meals of an adequate standard? Too much chicken, less variety than other years, salad in the evening?

Was there enough to eat? YES!

Was the food served promptly? Yes but problems sitting in dining room - no seats.

Were all dietary requirements catered for? yes

How do you rate the packed lunches? N/A

Any other comments? outside dining area be great!

SECTION 5: Centre Staff & Outdoor Pursuits

Did the Head of Centre / Chief Instructor make themselves known to you during your visit?

yes - Andy was fab!

How do you rate the Centre Staff / Instructors?

Helpful:1..... Professional:1.....

Were the Instructors motivating / clear / enthusiastic? 1 In particular Ollie, Morgan, Scott, Ro, Si, Elliot, Mollie, Sam, Will, Grayson

How do you rate the outdoor pursuits? 1

How do you rate the outdoor pursuit equipment? 1

What were your pupil's favourite outdoor pursuits? All of the water activities.

Are there any new outdoor pursuits you would like Manor Adventure to offer? Inflatable aqua park - prepared to pay extra.

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

More time to just canoe and possibly have races/relay races instead of other games.

SECTION 6: Overall Assessment

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

Which aspect of your stay was least enjoyed? *wide games as one group
better bigger, bivi more equipment*

How do you rate the overall product on a value for money basis? *1*

Will you be considering a further visit with Manor Adventure? *Already booked 2024*

Have you any further general comments which you feel would be useful to us?
*Adaptations of activities for child with disability
were AMAZING! Inclusion was to perfection.*

Where did you hear of Manor Adventure? *Past visit*

What were the reasons for choosing Manor Adventure? *Water Sports - Maturity
and professionalism is higher than other venues.*

Which centre did you visit last year? *This one - Norfolk Site*

What other visits does your school organise? *Educational day trips*

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

