

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: *19-23rd June 2023*
NAME OF ACCOMMODATION: *Mallard*

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? *Photos need updating.*

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?

How did you rate our pre-visit administration? *Data requests could be a Google Form a similar as generating was this evening.*

Customer Services (Bookings, payments, support)?

Operations (Rooming, outdoor pursuit programmes, support)?

Preview visit to the centre? *No.*

Rooming well organised. Activities excellent.

SECTION 2: Arrivals

General Welcome: *2* Fire Drill: *N/A*

Room Allocation: *2* Introductory Talk: *2*

SECTION 3: Centre Facilities

Pupil Accommodation *4* Teacher Accommodation: *4*

Washing & Toilet Facilities: *4* Cleanliness / Hygiene: *4*

The Grounds: *lovely setting*

Were there any accommodation problems? *Accommodation is tired*

Staff accommodation should have own shower/toilet

Standard of cleanliness / tidiness? (teacher & pupil) *4*

Standard of Furnishing? *4*

SECTION 4: Catering / Meals

Were the meals of an adequate standard? *4*

Was there enough to eat? *No. For 13 year old boys, the meals were small and they were often hungry.*

Was the food served promptly? *2*

Were all dietary requirements catered for? *Limited for vegetarian.*

How do you rate the packed lunches? *2*

Any other comments? *Every meal was potato based. A range of rice and pasta dishes would be ideal.*

SECTION 5: Centre Staff & Outdoor Pursuits

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

Yes

How do you rate the Centre Staff / Instructors?

Helpful: *2* Professional: *2*

Were the Instructors motivating / clear / enthusiastic? *mostly 2*

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? *Paddleboard, Giant SUP,*

Canoning.

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?

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *Lake activities*

Which aspect of your stay was least enjoyed? *Toilets, showers*

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

Where did you hear of Manor Adventure? *Rebooting*

What were the reasons for choosing Manor Adventure? *Good instruction and mostly water based activities*

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

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

