

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: 21/6 - 23/6/23
NAME OF ACCOMMODATION: Swan + Kingfisher

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? more images of parts of the centre, eg rooms, to show on before trip

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? 1

Customer Services (Bookings, payments, support)? 1

Operations (Rooming, outdoor pursuit programmes, support)? 1

Preview visit to the centre? 1

SECTION 2: Arrivals

General Welcome: 1 Fire Drill: 1

Room Allocation: 2 Introductory Talk: 1

SECTION 3: Centre Facilities

Pupil Accommodation: 2 3 Teacher Accommodation: 2

Washing & Toilet Facilities: 2 Cleanliness / Hygiene: 2

The Grounds: 2

Were there any accommodation problems? No issues

Standard of cleanliness / tidiness? (teacher & pupil) Good standard

for mat rooms
Standard of Furnishing? Good facilities, everything we needed

SECTION 4: Catering / Meals

Were the meals of an adequate standard? 4

Was there enough to eat? For most children, some would have had slightly bigger portions

Was the food served promptly? Yes

Were all dietary requirements catered for? Yes

How do you rate the packed lunches? N/A

Any other comments? Would be nice to have salad bar on offer at dinner times too, and fruit etc could take for a snack.

Would be good to have allocated tables for our school to sit at - sometimes it was hard to find places to sit, and would be nice to sit +

SECTION 5: Centre Staff & Outdoor Pursuits

Did the Head of Centre / Chief Instructor make themselves known to you during your visit? enjoy a meal together for lunch

No

How do you rate the Centre Staff / Instructors?

Helpful: 2 Professional: 2

Were the Instructors motivating / clear / enthusiastic? Generally very good

One instructor who made some inappropriate comments - encouraging us to say "Norfolk united" quickly.

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? The water activities - GSUP + rafting. Blind trail.

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?

Fun on the first night - a different activity would have been better. Can a bit bored. Manor Olympics - not a preferred activity.

SECTION 6: Overall Assessment

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

Which aspect of your stay was least enjoyed? *Film on 1st night*

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

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?

We had Scott for a few activities including our campfire and he was brilliant - such a nice manner with the kids and they loved him.

Where did you hear of Manor Adventure? *Web search*

What were the reasons for choosing Manor Adventure? *Activity offer*

Which centre did you visit last year? *N/A*

What other visits does your school organise? *Year 4 PGL trip*

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

