important to us and will be assessed by our management team. SCHOOL: PARTY LEADER: CENTRE: NORFOLK LAKES DATES: 21-23 JUNE '23 NAME OF ACCOMMODATION: .... TEAL . 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? ..... IT'S FINE! If you had a visit from one of our School Journey Advisors: 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? ...... N / A **SECTION 2: Arrivals** General Welcome: Fire Drill: Room Allocation: Introductory Talk: **SECTION 3: Centre Facilities** Pupil Accommodation \_\_\_\_\_\_ Teacher Accommodation: \_\_\_\_\_\_ Washing & Toilet Facilities: .....2 Cleanliness / Hygiene: .....2 The Grounds: \_\_\_\_\_\_ Were there any accommodation problems? BATHROOM LOCK 1550E, CLOCK NOT WERKING IN ONE ACCOMMODATION. Standard of cleanliness / tidiness? (teacher & pupil) BIN HADN'T BEEN EMPTIED IN KITCHEN OF ONE Standard of Furnishing? .....2

We constantly strive to improve our high standards. Your comments are very

SECTION 4: Catering / Meals
Were the meals of an adequate standard?2
Was there enough to eat?2
Was the food served promptly?2_
Were all dietary requirements catered for?
How do you rate the packed lunches? № /A
Any other comments?
SECTION 5: Centre Staff & Outdoor Pursuits
Did the Head of Centre / Chief Instructor make themselves known to you during your visit?
How do you rate the Centre Staff / Instructors?
Vere the Instructors motivating / clear / enthusiastic?
1/2
low do you rate the outdoor pursuits?
low do you rate the outdoor pursuit equipment?
Vhat were your pupil's favourite outdoor pursuits?
'CAMP FIRE' NIGHT ONE WAS EXCELLENT.
are there any new outdoor pursuits you would like Manor Adventure to offer?
Oo you have any suggestions on how we could improve our product or outdoor pursuits?  11/2 hr. s too long for some activities such as  Axe Throwing / Aeroball.

SECTION 6: Overall Assessment
Which aspect of your stay was most enjoyed? Seeing instructors nurture those who feel uncertain.
Which aspect of your stay was least enjoyed?
How do you rate the overall product on a value for money basis?
Will you be considering a further visit with Manor Adventure?
Have you any further general comments which you feel would be useful to us? TRIP FOR 3 SUT YEAR!
Where did you hear of Manor Adventure? ANNUAL TRIP SINCE CENTRE OPENED!
What were the reasons for choosing Manor Adventure?
PREVIOUS EXPERIENCE! PROXIMITY TO SCHOOL, LEVEL OF SECURITY.
ACTIVITIES OFFERED . VALUE FOR MONEY.
Which centre did you visit last year? THIS ONE!
What other visits does your school organise?
THIS IS OUR ONLY RESIDENTIAL.
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

## aaveniure

Head office: Culmington Manor, Craven Arms, Shropshire SY7 9BY Telephone: 01584 861333 Website: www.manoradventure.com

## manor adventure











## COURSE REPORT FORM

for

Culmington Manor, Shropshire Lockerbie Manor, Scotland

Abernant Lake Hotel, Wales

Willersley Castle, Peak District

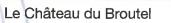
Norfolk Lakes, Norwich

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 de Warsy