

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: 21-23 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:

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?

Customer Services (Bookings, payments, support)? 1

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

Preview visit to the centre? N/A

SECTION 2: Arrivals

General Welcome: 1 Fire Drill: 1

Room Allocation: 1 Introductory Talk: 1

SECTION 3: Centre Facilities

Pupil Accommodation 2 Teacher Accommodation: 2

Washing & Toilet Facilities: 2 Cleanliness / Hygiene: 2

The Grounds: 2

Were there any accommodation problems? BATHROOM LOCK ISSUE, CLOCK

NOT WORKING IN ONE ACCOMMODATION

Standard of cleanliness / tidiness? (teacher & pupil) BIN HADN'T BEEN EMPTIED

IN KITCHEN OF ONE

Standard of Furnishing? 2

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? 1

How do you rate the packed lunches? N/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?

YES

How do you rate the Centre Staff / Instructors?

Helpful: 1 Professional: 1

Were the Instructors motivating / clear / enthusiastic?

1/2

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? WATER ACTIVITIES

'CAMP FIRE' NIGHT ONE WAS EXCELLENT

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?

1 1/2 hrs 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? *WILL CERTAINLY RECOMMEND TO STAFF BACK AT SCHOOL — LAST TRIP FOR 3 OUT OF 4 STAFF THIS YEAR!*

Have you any further general comments which you feel would be useful to us? *TRIP FOR 3 OUT OF 4 STAFF THIS 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: */*



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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

