

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: 12/7/23 - 14/7/23  
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? n/a  
I did not use the website.

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) V. Good (2)

Operations (Rooming, outdoor pursuit programmes, support)? V. Good (2)

Preview visit to the centre? n/a

### SECTION 2: Arrivals

General Welcome V. Good (2) Fire Drill V. Good (2)

Room Allocation V. Good (2) Introductory Talk V. Good (2)

### SECTION 3: Centre Facilities

Pupil Accommodation V. Good (2) Teacher Accommodation V. Good (2)

Washing & Toilet Facilities V. Good (2) Cleanliness / Hygiene V. Good (2)

The Grounds: Excellent (1)

Were there any accommodation problems? We were happy with the accommodation (staff + students)

Standard of cleanliness / tidiness? (teacher & pupil) Rooms were tidy.

Standard of Furnishing? No problems - nice to have a TV in the teachers rooms.

### SECTION 4: Catering / Meals

Were the meals of an adequate standard? The students really enjoyed the food.

Was there enough to eat? Yes - lots to eat.

Was the food served promptly? Yes - all meals were on time.

Were all dietary requirements catered for? We were happy! Some of the students would have liked a halal option

How do you rate the packed lunches? at breakfast - halal chicken sausage!  
n/a

Any other comments? We were really pleased with the salad bar for staff and selection of different 'milks' on offer (oat milk + soya milk etc.)

### 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? Yes - they were all great - very supportive of students with ASD.

How do you rate the outdoor pursuits? The students loved them! "1"

How do you rate the outdoor pursuit equipment? V. good. Some of the goggles for blind trail were a bit tired.

What were your pupil's favourite outdoor pursuits? They loved the water sports - but they enjoyed everything!

Are there any new outdoor pursuits you would like Manor Adventure to offer? Go Karts / Horse riding

Do you have any suggestions on how we could improve our product or outdoor pursuits? It was really well organised - the students were kept busy and had a great time. They enjoyed the camp fire!

**SECTION 6: Overall Assessment**

Which aspect of your stay was most enjoyed? *The students loved all of the activities - water sports the most.*

Which aspect of your stay was least enjoyed? *We were happy with everything.*

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

*A massive thank you to the staff - we had a number of SEN students with ASD and they were made to feel safe and comfortable - they tried activities*

Where did you hear of Manor Adventure? *We visited last year!*

What were the reasons for choosing Manor Adventure? *The students had a great time last year - we were really pleased with stay and wanted to come again.*

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

What other visits does your school organise? *Mainly trips abroad. PAL*

*\* The students enjoyed being able to visit the tack shop - much easier than placing an order! wouldn't + and had a great time!*  
*they had thought they Thank you! ☺*

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: .....

Address: .....



# 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

