

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *The activities + the secure site.*

Which aspect of your stay was least enjoyed? *Arrangements for the final morning.*

How do you rate the overall product on a value for money basis? *Good product but very expensive.*

Will you be considering a further visit with Manor Adventure? *Booked for next year but needs to consider what to do for 2025.*

Have you any further general comments which you feel would be useful to us?
The arrangements for the final day are not good. On the final evening, I don't know what needs to happen tomorrow esp as we have water activities.

Where did you hear of Manor Adventure? *Email when it first opened.*

What were the reasons for choosing Manor Adventure? *The water activities.*

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

What other visits does your school organise? *Gilwell Park*

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:



Head office: Culmington Manor, Craven Arms, Shropshire SY7 9BY
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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



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: 22nd - 26th May 2023
NAME OF ACCOMMODATION: Swan + Globe

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 ?

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? Good

Customer Services (Bookings, payments, support)? Supportive } Good

Operations (Rooming, outdoor pursuit programmes, support)? Supportive } Good

Preview visit to the centre? N/A

SECTION 2: Arrivals

General Welcome: Good Fire Drill: Good

Room Allocation: Good Introductory Talk: Good

SECTION 3: Centre Facilities

Pupil Accommodation: Good Teacher Accommodation: Very good

Washing & Toilet Facilities: Good Cleanliness / Hygiene: Good

The Grounds: Generally good although needs re-grassing

Were there any accommodation problems? None

Standard of cleanliness / tidiness? (teacher & pupil)

Good

Standard of Furnishing?

Good

SECTION 4: Catering / Meals

Were the meals of an adequate standard? Definitely! Very good

Was there enough to eat? Yes, there was plenty!

Was the food served promptly? Some days this was excellent, other days the service was slow.

Were all dietary requirements catered for? Yes

How do you rate the packed lunches? N/A

Any other comments? Although there were delays on a couple of times, this was much improved on previous years.

The children + staff loved the food.

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: Mostly good Professional: Mostly good

Were the Instructors motivating / clear / enthusiastic?

Mostly yes

How do you rate the outdoor pursuits?

Good

How do you rate the outdoor pursuit equipment?

Good

What were your pupil's favourite outdoor pursuits? SAP, low ropes, raft building

- mostly all but not Manor Olympics.

Are there any new outdoor pursuits you would like Manor Adventure to offer? Zip wire

Do you have any suggestions on how we could improve our product or outdoor pursuits?

All are good but always depends on the quality of the instructors.