

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: Manor Norfolk Lakes DATES: 22-26th May  
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](http://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? \_\_\_\_\_

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? \_\_\_\_\_

**SECTION 2: Arrivals**

General Welcome: \_\_\_\_\_ Fire Drill: \_\_\_\_\_

Room Allocation: \_\_\_\_\_ Introductory Talk: \_\_\_\_\_

**SECTION 3: Centre Facilities**

Pupil Accommodation \_\_\_\_\_ Teacher Accommodation: \_\_\_\_\_

Washing & Toilet Facilities: \_\_\_\_\_ Cleanliness / Hygiene: \_\_\_\_\_

The Grounds: \_\_\_\_\_

Were there any accommodation problems? Trying to share one bathroom

between 11 children is horrendous. Showering after water activities

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

Standard of Furnishing? Good

**SECTION 4: Catering / Meals**

Were the meals of an adequate standard? Yes

Was there enough to eat? Yes

Was the food served promptly? through no fault of the staff - not always. dining hall was after full & had to wait.

Were all dietary requirements catered for? Yes

How do you rate the packed lunches? \_\_\_\_\_

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? \_\_\_\_\_

Helpful: \_\_\_\_\_ Professional: \_\_\_\_\_

Were the instructors motivating / clear / enthusiastic? most. some not so much.

How do you rate the outdoor pursuits? \_\_\_\_\_

How do you rate the outdoor pursuit equipment? \_\_\_\_\_ 3 - only 6 fencing kits this year. Sailing is new part of premium packing.

What were your pupil's favourite outdoor pursuits? Crab Stack, Paddleboards, bouldering

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? ensure new staff are as enthusiastic as older staff.

**SECTION 6: Overall Assessment**

Which aspect of your stay was most enjoyed? ... *Activities children don't normally do.*

Which aspect of your stay was least enjoyed? ... *Shared toilet & bathroom it was a nightmare!!*

How do you rate the overall product on a value for money basis? ... *3 CA. it we had been in the other blocks!*

Will you be considering a further visit with Manor Adventure? ... *yes - we come every year.*

Have you any further general comments which you feel would be useful to us? ... *Teach & Bittern really do need the refurb.*

... *Baths are not practical now as 1 toilet & 1 shower between 11/12 children.*

Where did you hear of Manor Adventure? ... *—*

What were the reasons for choosing Manor Adventure? ... *seen before.*

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

What other visits does your school organise? ... *—*

**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: .....  
Address: .....  
Name: .....  
Address: .....

*manor  
adventure*

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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

