

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 DATES: MON 22 MAY - FRI 26 MAY
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?

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)? 3

Operations (Rooming, outdoor pursuit programmes, support)? 4

Preview visit to the centre? N/A

SECTION 2: Arrivals

General Welcome: 5 Fire Drill: 4

Room Allocation: 4 Introductory Talk: 5

SECTION 3: Centre Facilities

Pupil Accommodation 2 Teacher Accommodation: 1

Washing & Toilet Facilities: 2 Cleanliness / Hygiene: 3

The Grounds: 3 - not checked Lacking in 'free-time' areas

Were there any accommodation problems? Doors

Standard of cleanliness / tidiness? (teacher & pupil) 2

Standard of Furnishing? 2

SECTION 4: Catering / Meals

Were the meals of an adequate standard? 1

Was there enough to eat? 1 - the children and staff definitely did not go hungry

Was the food served promptly? 1

Were all dietary requirements catered for? 1 - The catering team have got this down to a fine art and were so incredibly helpful with every question we threw at them

How do you rate the packed lunches? N/A

Any other comments? Everyone in the catering team have been so lovely. They really engage with the children and everything is done with a smile and such warmth. Thank you for dealing with our constant questions about each counting and gluten free options - you made our jobs so much easier and less stressful. We always looked forward to our meal times - staff & children alike

SECTION 5: Centre Staff & Outdoor Pursuits

Did the Head of Centre / Chief Instructor make themselves known to you during your visit? One meeting at the beginning of stay and that was all

How do you rate the Centre Staff / Instructors?

Helpful: 4 Professional: 5

Were the Instructors motivating / clear / enthusiastic? Not consistently. Some were great but unfortunately majority lacked ability to interact with children/motivate them to be enthusiastic

How do you rate the outdoor pursuits? 2

How do you rate the outdoor pursuit equipment? 2

What were your pupil's favourite outdoor pursuits? Kayaking / Giant paddle boarding

Are there any new outdoor pursuits you would like Manor Adventure to offer? Giant swing / Leap of Faith / abseiling / evening activities where groups can come together

Do you have any suggestions on how we could improve our product or outdoor pursuits? - A group leader appointed to each school so that there is an easily accessible point of contact during the stay

Ensuring each child is treated fairly with turns - e.g. they all get an opportunity for 2 turns or not at all

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *Accommodation, some water activities*

Which aspect of your stay was least enjoyed? *The instructors*

The arrival process and the intense timetable. It would have been nice to do something as a whole school group during the evenings especially.
How do you rate the overall product on a value for money basis? *3*

Will you be considering a further visit with Manor Adventure? *Not sure yet*

Have you any further general comments which you feel would be useful to us?
It is very much appreciated that your instructors are not teachers and are young however better training on managing behaviour, interacting with children and how to deliver activities in an engaging way is needed. Happy to provide specific examples if needed.
Where did you hear of Manor Adventure? *Google/Email*
What were the reasons for choosing Manor Adventure? *Availability*

Which centre did you visit last year?

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?

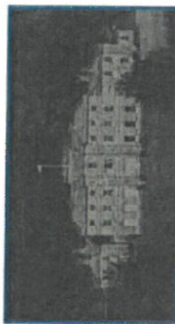
Name:

Address:



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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