

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: Novfolk Lakes DATES: 7th - 9th June  
NAME OF ACCOMMODATION: Swan 1-3

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)?  
Upload food menu for families -> we had lots of questions this year  
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)? .....  
Operations (Rooming, outdoor pursuit programmes, support)? .....  
Preview visit to the centre? .....

### SECTION 2: Arrivals

General Welcome: Positive 3 Fire Drill: Positive 4  
Room Allocation: Positive 3 Introductory Talk: Great 2

### SECTION 3: Centre Facilities

Pupil Accommodation ..... 2 Teacher Accommodation: 1  
Washing & Toilet Facilities: 1 Cleanliness / Hygiene: 1  
The Grounds: ..... 2  
Were there any accommodation problems? Windows not opening - children struggling to sleep due to getting hot  
Standard of cleanliness / tidiness? (teacher & pupil) ..... Pleased with it  
Standard of Furnishing? ..... Pleased with it

### SECTION 4: Catering / Meals

Were the meals of an adequate standard? Meals were all to a good standard  
Was there enough to eat? Most of the time, however, some children wanted more during evening meals or breakfast eg. two sausages instead of one  
Was the food served promptly? Food was always served promptly

Were all dietary requirements catered for? All dietary requirements were catered for - even our fussy eaters!  
How do you rate the packed lunches? N/A

Any other comments? Food was loved by staff!

### 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: Very Professional: Very

Were the Instructors motivating / clear / enthusiastic?

All instructors were motivating & enthusiastic - all pupils love them  
How do you rate the outdoor pursuits? All enjoyable -> children enjoy them

How do you rate the outdoor pursuit equipment? Safe -> good

What were your pupil's favourite outdoor pursuits?

All water sports & obstacle course

Are there any new outdoor pursuits you would like Manor Adventure to offer?  
Zipline, affraid biking

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

Our children didn't seem to enjoy aeroball but I think this is due to the fact that only 4 children could do it at one. They didn't like missing out on the fun of games on the area.

**SECTION 6: Overall Assessment**

Which aspect of your stay was most enjoyed? *Children enjoyed all the water sports - these are a particular highlight.*

Which aspect of your stay was least enjoyed? *Unclear what is + isn't expected to be worn for activities -> the sign in the house with clear #*

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

Will you be considering a further visit with Manor Adventure? *Yes - with both for next year.*

Have you any further general comments which you feel would be useful to us? *Thankyou for being so accommodating and nice.*

Where did you hear of Manor Adventure? *Been coming for a couple years.*

What were the reasons for choosing Manor Adventure? *Positive experience last year -> continuing to have great time every year.*

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

What other visits does your school organise? *Year 4 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: .....

# manor adventure

## COURSE REPORT FORM

for

Culmington Manor, Shropshire

Lockerbie Manor, Scotland

Abernant Lake Hotel, Wales

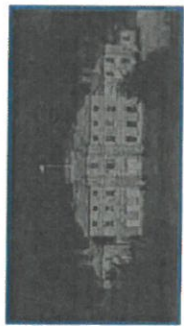
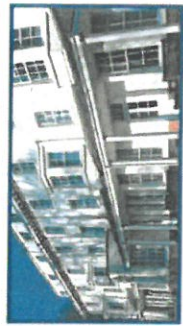
Willersley Castle, Peak District

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

manor  
adventure