

We constantly strive to improve our high standards. Your comments are very important to us and will be assessed by our management team.

SCHOOL: *0-1*  
CENTRE: *Norfolk Lakes*  
NAME OF ACCOMMODATION: *BITTEN & MALLARD*

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? .....  
How did you rate our pre-visit administration? .....  
Customer Services (Bookings, payments, support)? ..... *1*  
Operations (Flooring, outdoor pursuit programmes, support)? ..... *1*  
Preview visit to the centre? ..... *N/A*

**SECTION 2: Arrivals**  
General Welcome: ..... *1*    Fire Drill: ..... *1*  
Room Allocation: ..... *2*    Introductory Talk: .....  
*LOCATION GREAT BUT WE PREFER THE OTHER BLOCK (WITH ENSUITE)*  
**SECTION 3: Centre Facilities**  
Pupil Accommodation ..... *3*    Teacher Accommodation: ..... *1*  
Washing & Toilet Facilities: ..... *2*    Cleanliness / Hygiene: ..... *1*  
The Grounds: ..... *1*    *(maybe seed the grass!)*  
Were there any accommodation problems? .....  
*2. broken windows in ~~rooms~~ <sup>porch</sup> shut*  
Standard of cleanliness / tidiness? (teacher & pupil) ..... *1*  
Standard of Furnishing? ..... *are particularly adequate*  
*Teachers prefer a shower!*

**SECTION 4: Catering / Meals**

Were the meals of an adequate standard? ..... *The meals are varied, lots of choice*  
Was there enough to eat? ..... *great portions + happy to help funny children*  
Was the food served promptly? ..... *very!*  
Were all dietary requirements catered for? ..... *yes. staff very accommodating to cater for all children*  
How do you rate the packed lunches? .....  
Any other comments? ..... *a good hot meals. lots of choices. good food & very tasty! A strong point of the centre friendly helpful 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: ..... *1*    Professional: ..... *1*  
Were the Instructors motivating / clear / enthusiastic? .....  
How do you rate the outdoor pursuits? ..... *1*  
How do you rate the outdoor pursuit equipment? ..... *1*  
What were your pupil's favourite outdoor pursuits? ..... *CAKING, BLIND TRAIL, SUP, G.SUP, CLIMBING*  
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? ..... *improve 15 area - it looks tired. ongoing project*

**SECTION 6: Overall Assessment**

Which aspect of your stay was most enjoyed? *The Food (Thank you Marge) All winter activities*

Which aspect of your stay was least enjoyed? *The dust! Children kicking it*

How do you rate the overall product on a value for money basis? *Value for money but expensive from June '20 as we have shortened our visit to 3 days due to cost.*

Will you be considering a further visit with Manor Adventure? .....

Have you any further general comments which you feel would be useful to us?

*Some instructors really strong. Will Rachel Morgan, Scott, Kyla, Amy*

Where did you hear of Manor Adventure? *For 12 years*

What were the reasons for choosing Manor Adventure? .....

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: .....



# manor adventure

## COURSE REPORT FORM

for

Culmington Manor, Shropshire

Lockerbie Manor, Scotland

Abernant Lake Hotel, Wales

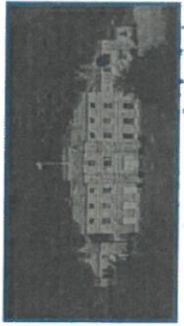
Willersley Castle, Peak District

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