

✓ 2024

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

SCHOOL: ...  
CENTRE: Norfolk Lakes  
PARTY LEADER: ...  
DATES: Tues 9th - Fri 12th May 2023  
NAME OF ACCOMMODATION: ...

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)? ...1 - very quick responses  
Operations (Rooming, outdoor pursuit programmes, support)? ...2  
Preview visit to the centre? ...n/a - as school had visited last year

**SECTION 2: Arrivals**

General Welcome: ...2  
Room Allocation: ...2  
Fire Drill: ...1  
Introductory Talk: ...2

**SECTION 3: Centre Facilities**

Pupil Accommodation ...1  
Teacher Accommodation: ...2  
Washing & Toilet Facilities: ...1  
Cleanliness / Hygiene: ...1  
The Grounds: ...2  
Were there any accommodation problems? ...None  
Standard of cleanliness / tidiness? (teacher & pupil) ...1  
Standard of Furnishing? ...1 - could there be a stool or something in the teacher bathroom to put clothes on

**SECTION 4: Catering / Meals**

Were the meals of an adequate standard? ...1 - excellent attention to allergy needs  
Was there enough to eat? ...1 - big portions and lots of choice  
Was the food served promptly? ...3 - this depended on whether the seating area was full, we had to wait sometimes  
Were all dietary requirements catered for? ...1 - the head chef was very good at reassuring and catering for allergy children  
How do you rate the packed lunches? ...n/a

Any other comments? ...Very polite and caring staff - especially when children dropped plates etc. The chairs in the dining room were very heavy and large for the children to move or get around - hence dropping trays + plates

**SECTION 5: Centre Staff & Outdoor Pursuits**

Did the Head of Centre / Chief Instructor make themselves known to you during your visit?  
Yes - helped with a couple of questions we had  
How do you rate the Centre Staff / Instructors?  
Helpful: ...1  
Professional: ...1  
Were the instructors motivating / clear / enthusiastic? ...1 - very motivating with clear expectations  
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? ...SUP, kayaking  
Are there any new outdoor pursuits you would like Manor Adventure to offer? ...n/a  
Do you have any suggestions on how we could improve our product or outdoor pursuits?  
n/a

**SECTION 6: Overall Assessment**

Which aspect of your stay was most enjoyed? *The children being more independent, being motivated by the instructors. The lakes sports*

Which aspect of your stay was least enjoyed? *Having to wait for the dining area to have enough room*

How do you rate the overall product on a value for money basis? *2*

Will you be considering a further visit with Manor Adventure? *yes*

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

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Where did you hear of Manor Adventure? *previous residential trips*

What were the reasons for choosing Manor Adventure?

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Which centre did you visit last year? *Norfolk Lakes, we used to visit*

What other visits does your school organise? *Le Chateau du Broutel,*

*but the year 6 children study Spanish now*

*instead of French*

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# manor adventure

## COURSE REPORT FORM

for

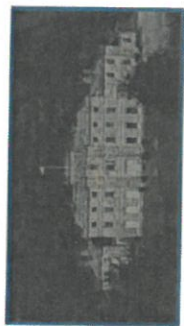
Culmington Manor, Shropshire

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 Chateau du Broutel



Le Chateau de Warsy

