

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

SCHOOL: ARTY LEADER:
CENTRE: NOYBOK Lakes DATES: 15.5.23 - 19.5.23
NAME OF ACCOMMODATION: Kungfisher

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 ?

modernise the video

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? 1

Customer Services (Bookings, payments, support)? 1

Operations (Rooming, outdoor pursuit programmes, support)? 2

Preview visit to the centre? N/A

SECTION 2: Arrivals

General Welcome: 1 Fire Drill: 1

Room Allocation: 1 Introductory Talk: 1

SECTION 3: Centre Facilities

Pupil Accommodation: 1 Teacher Accommodation: 1

Washing & Toilet Facilities: 2 Cleanliness / Hygiene: 1

The Grounds: 3 - grass areas needs maintaining

Were there any accommodation problems? benches are not long

enough in disabled access room

Standard of cleanliness / tidiness? (teacher & pupil) 1

Standard of Furnishing? 1

SECTION 4: Catering / Meals

Were the meals of an adequate standard? yes - lots of choice

Was there enough to eat? yes - loads - thanks you

Was the food served promptly? yes

Were all dietary requirements catered for? yes

How do you rate the packed lunches? N/A

Any other comments?

Catering staff + Marg - were very helpful + friendly

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: yes Professional: yes

Were the Instructors motivating / clear / enthusiastic? - mixed - mostly

How do you rate the outdoor pursuits? Excellent

How do you rate the outdoor pursuit equipment? Team game equip

balls not great. could you provide (balls inside)

What were your pupil's favourite outdoor pursuits? - G.SUP High Ropes

(Caving, indoors)

Are there any new outdoor pursuits you would like Manor Adventure to offer?

Zip, inline

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

Offer staff opportunities to go out in canoes

with nervous children - when kayaking?

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *Being outside*
Water activities

Which aspect of your stay was least enjoyed? *Wide games / team games*
a bit similar, - too much like being at school

How do you rate the overall product on a value for money basis?
Very good

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?

*The sample was great in Friday pm.
Si, Dan plus Amelia? Perhaps want schools
to bring marshmallows.*

Where did you hear of Manor Adventure? *Mrs Asley*

What were the reasons for choosing Manor Adventure? *Mrs A, been
before*

Which centre did you visit last year? *Norfolk*

What other visits does your school organise? *Gilwell - Essex*

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

