

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *aeroball - new activities children had not had before, film night was excellent, the food, teacher facilities*

Which aspect of your stay was least enjoyed? *video studies*

How do you rate the overall product on a value for money basis? *1 Excellent*

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?

Evening activities much better this year, more structured + mainly indoors, time keeping from instructors very good.

Where did you hear of Manor Adventure? *Online*

What were the reasons for choosing Manor Adventure? *accomodation for 60 children, facilities, choice of activities, location*

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

What other visits does your school organise? *N/A*

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

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COURSE REPORT FORM

For



Culmington Manor, England



Lockerbie Manor, Scotland



Abernant Lake Hotel, Wales

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



Le Château de Warsy, France

Have you considered our French Centres

Le Château de Warsy & Le Château du Broutel



Le Château du Broutel, France

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 Lakes Primary School* DATES: *6/3/23 - 10/3/23*
NAME OF ACCOMMODATION: *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

Did you find the brochure accurate and informative? *Yes*

How could we improve our website, www.manoradventure.com?
N/A

If you had a visit from one of our School Journey Advisors: *N/A*

Did he provide a fair description of our centre and product?

How professional was the Presentation Evening?

How did you rate our pre-visit administration?

Customer Services (Bookings, payments, support)? *Great*

Operations (Rooming, outdoor pursuit programmes, support)? *Great*

Preview visit to the centre? *N/A*

SECTION 2: Arrivals

General Welcome: *Fabulous* Fire Drill: *Very good*

Room Allocation: *Excellent* Introductory Talk: *Very good*

SECTION 3: Centre Facilities:

Pupil Accommodation: *2* Teacher Accommodation: *1*

Washing & Toilet Facilities: *4* Cleanliness / Hygiene: *2*

The Grounds: *5 - unable to use outdoor area* Catering: *1*

Were there any accommodation problems? *Cold water only in*

Block 1 and 3 Kingfisher - children + staff unable to have hot showers after extremely cold activities

Standard of cleanliness / tidiness? (teacher & pupil) *Very good*
hooks in rooms (this was noted last year) for staff + children

Standard of Furnishing? *Heating - too hot in block 4 and too cold in 2B. Unable to change thermostat ourselves.*

SECTION 4: Meals

Were the meals of an adequate standard? *Yes - lots of choice and massive portions*

Was there enough to eat? *Yes including seconds*

Was the food served promptly? *Yes always on time*

Were all dietary requirements catered for? *Yes excellent*

How do you rate the packed lunches? *N/A*

Any other comments? *Chef + catering staff extremely helpful and friendly*

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: *1* Professional: *1*

Which Instructors were motivating / clear / enthusiastic?

Chloe, Dan, Ollie, Simon, Kyle, Nikki, Rob, Holly, Taylor, Dylan

How do you rate the outdoor pursuits? *Very good and willing to adapt / shorten / change due to ~~short~~ bad weather*

How do you rate the outdoor pursuit equipment? *Fine - water activities did not always include cags and sizes of life jackets were not always correct*

What were your pupil's favourite outdoor pursuits? *low ropes, survival skills, obstacle course, g.s.u.p., giant canoe, canoe*

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

High ropes + sailing to be included in activities without additional fee

Do you have any suggestions on how we could improve our product or outdoor pursuits?
Instructions + skills development not always clear/given

receptionist really cheery + helpful