

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *Instructor interactions - really made an effort to connect with the children even those who needed more care.*

Which aspect of your stay was least enjoyed? *Nothing*

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

Will you be considering a further visit with Manor Adventure? *1*

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

Where did you hear of Manor Adventure? *long term visitor*

What were the reasons for choosing Manor Adventure? *Standard of all aspects of the experience.*

Which centre did you visit last year? *Norfolk Lakes - Chateau du Bratel previously*

What other visits does your school organise? *This is the only residential. Others are day trips.*

Thank you for another amazing 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:



Head office: Culmington Manor, Craven Arms, Shropshire SY7 9BY
Telephone: 01584 861333 Website: www.manoradventure.com

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



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 DATES: 20-24/3/2023
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

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

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? Excellent

Customer Services (Bookings, payments, support)? ①

Operations (Rooming, outdoor pursuit programmes, support)? ①

Preview visit to the centre? ① Last yr. 2022

SECTION 2: Arrivals

General Welcome: ① Fire Drill: ①

Room Allocation: ① Introductory Talk: ①

SECTION 3: Centre Facilities

Pupil Accommodation ② Teacher Accommodation: ①

Washing & Toilet Facilities: ① High impact Cleanliness / Hygiene: A few sweets / popcorn in rooms ②

The Grounds: ①

Were there any accommodation problems? No

Standard of cleanliness / tidiness? (teacher & pupil) ② as above f One ladder was a little loose. ^{Kingfisher} House 1, Room 1.C

Standard of Furnishing? ① larger mugs in ^(staff) rooms would be nice in shelf in the bathroom.

SECTION 4: Catering / Meals

Were the meals of an adequate standard? ① Exceptional + v. accomodatory to our more 'fussy' eaters. V. generous.

Was there enough to eat? ①

Was the food served promptly? ①

Were all dietary requirements catered for? No requirements but as stated v. accomodating
nothing was too much trouble.

How do you rate the packed lunches? N/A

Any other comments?

SECTION 5: Centre Staff & Outdoor Pursuits

Did the Head of Centre / Chief Instructor make themselves known to you during your visit?

Yes, when they were on night duty.

How do you rate the Centre Staff / Instructors?

Helpful: ① Professional: ①

Were the Instructors motivating / clear / enthusiastic? ①

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? Aeroball, Caning, Fencing, Low Ropes, Airt Canoe, Camp Fire, Archery.

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?

No, but we have noticed improvements that we mentioned previously (may not have been because of our comments but they are much appreciated). Thank you.