

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: 30-10-23 - 3-11-23
NAME OF ACCOMMODATION: SWAN 1, 2 + 3

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?

How professional was the Presentation Evening?

How did you rate our pre-visit administration?

Customer Services (Bookings, payments, support)? 2

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

Preview visit to the centre? ✓

SECTION 2: Arrivals

General Welcome: 2 Fire Drill: 2

Room Allocation: 2 Introductory Talk: 2

SECTION 3: Centre Facilities

Pupil Accommodation 3 Teacher Accommodation: 3

Washing & Toilet Facilities: 3 Cleanliness / Hygiene: 3

The Grounds: 2

Were there any accommodation problems? Yes, no hot water + no heat.

Standard of cleanliness / tidiness? (teacher & pupil) A little tired - perhaps painting rooms would help. Swan 3 has a loose gripper strip on staircase.

Standard of Furnishing? No issues.

SECTION 4: Catering / Meals

Were the meals of an adequate standard? Yes

Was there enough to eat? Yes

Was the food served promptly? Yes

Were all dietary requirements catered for? Yes

How do you rate the packed lunches? Didn't have any.

Any other comments? If on last serving, salad was very unappetising as children had had hands in it / thrown it around / not much left.

SECTION 5: Centre Staff & Outdoor Pursuits

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

Not sure!

How do you rate the Centre Staff / Instructors?

Helpful: 3 Professional: 2

Were the Instructors motivating / clear / enthusiastic?

Majority - no problems. Reece - poor. Grayson - little too familiar with the children.

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?

Loved everything but in particular the blind trail.

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?

IE + MO in the dark is a little dangerous. Children not engaged in those activities resulting in injuries. Perhaps add extra activities into these sessions.

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *Muddy/wet activities*

Which aspect of your stay was least enjoyed?

IE/ Mo

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

OK - always busy + occupied.

Will you be considering a further visit with Manor Adventure?

Booked for 2024/2025!

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

① Do not send an ill child back to their dorm with another child + no adult.

② Do not give a group 12-15 lunch (for example), but not leave the wet activity

** in the fenced area until 12-15! Not possible to get where we need to be on time.*

Where did you hear of Manor Adventure? *Gold call originally*

What were the reasons for choosing Manor Adventure?

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

What other visits does your school organise? *London*

We did have a great time despite my general comments + will be back.

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:

** ③ Some schools sitting all over dining room + not moving when finished leading to schools having to stop being served until they left. Staff seemed unwilling to challenge this.*

④ Bouldering - 2 different experiences of same activity as one group did 10 mins on wall + then sat down for the rest of the session. Reported but didn't

⑤ New staff need support +

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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



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SCHOOL: ... PARTY LEADER: ...
CENTRE: Norfolk Lakes DATES: 30th October - 3rd November
NAME OF ACCOMMODATION: Grebe (1, 2, 5B)?

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? Include videos of Initiative Exercises and Guide Games.

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)? Brilliant!
Operations (Rooming, outdoor pursuit programmes, support)? Fab!
Preview visit to the centre?

SECTION 2: Arrivals

General Welcome: Friendly ② Fire Drill: Informative ①
Room Allocation: Organised ① Introductory Talk: Helpful ②

SECTION 3: Centre Facilities

Pupil Accommodation: ② Teacher Accommodation: ①
Washing & Toilet Facilities: ① Cleanliness / Hygiene: ②
The Grounds: Excellent - such a variety of activities!
Were there any accommodation problems? Wife didn't work in rooms until after the power cut.
Standard of cleanliness / tidiness? (teacher & pupil) Teachers slightly better than pupils.
Standard of Furnishing? Great!

SECTION 4: Catering / Meals

Were the meals of an adequate standard? Delicious food - children thoroughly enjoyed!
Was there enough to eat? Plenty!
Was the food served promptly? Extremely!
Were all dietary requirements catered for? Yes.
How do you rate the packed lunches? N/A.
Any other comments? Children thanked the chef for all their wonderful meals!

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: 2/3
Were the Instructors motivating / clear / enthusiastic? Most!
How do you rate the outdoor pursuits? Excellent ①
How do you rate the outdoor pursuit equipment? ①
What were your pupil's favourite outdoor pursuits? SUP / Kayaking/GSUP.
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?
During wait times an area for the children to play football would help. Places for children to put towels and coats.

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *The facilities and the food!*

Which aspect of your stay was least enjoyed? *Some wait times were slightly long and some instructors weren't as enthusiastic.*

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

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?
Have all the groups in one school on the same level of housing. Helps us all being together in one place. Kaving was awesome!

Where did you hear of Manor Adventure? *An email many moons ago.*

What were the reasons for choosing Manor Adventure? *The water sports, access to the lake.*

Which centre did you visit last year? *This one*

What other visits does your school organise? *Only this residential as a longer term trip.*

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Address: Address:



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SCHOOL: PARTY LEADER:
CENTRE: NORFOLK LAKE DATES: 30th Oct - 1st Nov. 2023
NAME OF ACCOMMODATION: GLEBE

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? 1

If you had a visit from one of our School Journey Advisors:

Did he provide a fair description of our centre and product? 1

How professional was the Presentation Evening? 1

How did you rate our pre-visit administration? 2

Customer Services (Bookings, payments, support)? 2

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

Preview visit to the centre? 1

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: 1 Cleanliness / Hygiene: 1

The Grounds: 1

Were there any accommodation problems?

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

Standard of Furnishing? 1

SECTION 4: Catering / Meals

Were the meals of an adequate standard? 2

Was there enough to eat? 1

Was the food served promptly? 1

Were all dietary requirements catered for? 1

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

Any other comments? Staff were very attentive

SECTION 5: Centre Staff & Outdoor Pursuits

Did the Head of Centre / Chief Instructor make themselves known to you during your visit? 1

How do you rate the Centre Staff / Instructors?

Helpful: Very Professional: Very

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? Kayaking and Paddleboarding

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.

..... Better Wifi coverage for leaders reporting back

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed?

Activities

Which aspect of your stay was least enjoyed?

N/A

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

1

Will you be considering a further visit with Manor Adventure?

Yes, next year!

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

Just Wifi

Where did you hear of Manor Adventure?

What were the reasons for choosing Manor Adventure?

Came last year.

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?

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Address:

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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.

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Le Château de Warsy



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SCHOOL: PARTY LEADER:
CENTRE: Norfolk Lakes DATES: 30/10/23 - 03/11/23
NAME OF ACCOMMODATION: SWAN + 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:

Did he provide a fair description of our centre and product? 1

How professional was the Presentation Evening? 1

How did you rate our pre-visit administration?

Customer Services (Bookings, payments, support)? 1

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

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 - Hot water was running out Cleanliness / Hygiene: 1

The Grounds: 1

Were there any accommodation problems? Not enough hot water to deal with the need for showers the very wet week presented

Standard of cleanliness / tidiness? (teacher & pupil) 1 - very impressed by the cleanliness of the rooms on arrival

Standard of Furnishing? Really comfy teacher beds, nice bedroom furniture

SECTION 4: Catering / Meals

Were the meals of an adequate standard? 1 - really tasty food!

Was there enough to eat? 1 - Portions were very generous

Was the food served promptly? 1 - Service was fast and friendly

Were all dietary requirements catered for? 1 - excellent attention to all our needs

How do you rate the packed lunches? N/A

Any other comments?

Several of our children weren't keen on the sweet and sour - thank you for making them cheese sandwiches.

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 - Amazing! Professional: 1

Were the Instructors motivating / clear / enthusiastic? All instructors were great with our children - especially the children with SEN

How do you rate the outdoor pursuits?

Our children + adults had great fun challenging themselves

How do you rate the outdoor pursuit equipment?

1

What were your pupil's favourite outdoor pursuits? Water activities, climbing, caving, aeroball

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 activities*

Which aspect of your stay was least enjoyed? *Chilly showers*

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

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?

All staff we encountered were lovely. So polite, apologising for problems caused by the weather, helpful. Everyone has been great!

Where did you hear of Manor Adventure? *Google*

What were the reasons for choosing Manor Adventure? *Small group intake - it's nice to be on a site with around 300 children rather than the 1000+ our previous bookings had.*

Which centre did you visit last year? *Kingswood Ashford*

What other visits does your school organise? *No residentials. Day trips to London local attractions.*

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?

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COURSE REPORT FORM

for

Culmington Manor, Shropshire

Lockerbie Manor, Scotland

Abernant Lake Hotel, Wales

Willersley Castle, Peak District

Norfolk Lakes, Norwich

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SCHOOL: .. PARTY LEADER:
CENTRE: Norfolk Lakes DATES: 30.10 - 3.11.23
NAME OF ACCOMMODATION: Bittern

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?

How professional was the Presentation Evening?

How did you rate our pre-visit administration? 2

Customer Services (Bookings, payments, support)?

Operations (Rooming, outdoor pursuit programmes, support)?

Preview visit to the centre?

SECTION 2: Arrivals

General Welcome: 1 Fire Drill: 1

Room Allocation: 1 Introductory Talk: 1

SECTION 3: Centre Facilities

Pupil Accommodation 2 Teacher Accommodation: 2

Washing & Toilet Facilities: 2 Cleanliness / Hygiene: 3

The Grounds: 1

Were there any accommodation problems? Block 2 (door locks)

Standard of cleanliness / tidiness? (teacher & pupil) 3

Standard of Furnishing? 3

SECTION 4: Catering / Meals

Were the meals of an adequate standard? 1

Was there enough to eat? 1

Was the food served promptly? 1

Were all dietary requirements catered for? 1

How do you rate the packed lunches? N/A

Any other comments? allocation of seats / tables in the dining hall - not very organised

SECTION 5: Centre Staff & Outdoor Pursuits

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

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? caning / HR / raft / GSUR

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?

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *activities, professionals, instructors, variety of food*

Which aspect of your stay was least enjoyed? *daily cleaning (esp. bathrooms)*

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

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?

Where did you hear of Manor Adventure? *Our school came here*

What were the reasons for choosing Manor Adventure? *before*

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?

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COURSE REPORT FORM

for

Culmington Manor, Shropshire

Lockerbie Manor, Scotland

Abernant Lake Hotel, Wales

Willersley Castle, Peak District

Norfolk Lakes, Norwich

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Have you considered our French Centres



Le Château du Broutel



Le Château de Warsy



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SCHOOL: PARTY LEADER:
CENTRE: Norfolk Lakes DATES: 30th Oct - 3rd Nov.
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? N/A

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? Excellent

Customer Services (Bookings, payments, support)? Excellent

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

Preview visit to the centre? N/A

SECTION 2: Arrivals

General Welcome: Excellent Fire Drill: Excellent

Room Allocation: Excellent Introductory Talk: Excellent

SECTION 3: Centre Facilities

Pupil Accommodation: Very good Teacher Accommodation: Excellent

Washing & Toilet Facilities: Excellent Cleanliness / Hygiene: very good

The Grounds: very good

Were there any accommodation problems? NO

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

Standard of Furnishing? Very good - bigger bins would be good. Soap in children's rooms would be good. more hangers in drying room would be useful.

SECTION 4: Catering / Meals

Were the meals of an adequate standard? Excellent - staff catered

brilliantly for individual needs and fussy eaters.

Was there enough to eat? Yes!

Was the food served promptly? Yes.

Were all dietary requirements catered for? Absolutely - cannot fault.

How do you rate the packed lunches? N/A

Any other comments? Kitchen staff were friendly + helpful + lovely with the children.

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 - mostly

Were the Instructors motivating / clear / enthusiastic?

Yes - mostly

How do you rate the outdoor pursuits? Very good

How do you rate the outdoor pursuit equipment? Very good

What were your pupil's favourite outdoor pursuits? SUP, kayak, axe

throwing, aeroball

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

Zip wire, abseiling, windsurfing

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

aeroball - lots of chd were not involved -

maybe another set of trampolines.

Could provide an all-terrain wheelchair - our

child's wheelchair wasn't suitable for boggy ground.

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *Food, varied activities (especially camp fire)*

Which aspect of your stay was least enjoyed? *Disappointed not to do sailing (but we equally understand)*

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 - already booked*

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

*We thought these instructors were AMAZING! - Molly, Ro, Will + Charlie (camp fire) Dylan * Morgan was a bit too pushy with nervous chd on water (sup)*

Where did you hear of Manor Adventure? *Been coming for years. (sup)*

What were the reasons for choosing Manor Adventure? *Adventure, team building, good facilities, professional instructors.*

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

What other visits does your school organise? *Yr 4 2-night residential to Kingswood, Norfolk (West Runton)*

but great fun on giant canoe and enthusiastic.

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: *George Norman* Name:

Address: *Foxton Primary School, Leicestershire* Address:

* It would've been good to know about the option of purchasing marshmallows/hot choc for camp fire →



prior to visit so that we could bring cash. we were not able to pay by card or bank transfer.

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