

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: 18/9/23 - 22/9/23
NAME OF ACCOMMODATION: Snan 1, 4, 5

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. I found this useful

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)? 1

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

Preview visit to the centre? N/A

SECTION 2: Arrivals

General Welcome: 1

Room Allocation: 1

One this was changed to support our gender splits - Thank you.

Fire Drill: 3 would be better to set it off so they know the sand.

Introductory Talk: 1

SECTION 3: Centre Facilities

Pupil Accommodation: 1

Washing & Toilet Facilities: 1

The Grounds: 2

Teacher Accommodation: 2

Cleanliness / Hygiene: 1

Were there any accommodation problems? Nothing significant, some clothing found in a teacher room, - but all good otherwise

Standard of cleanliness / tidiness? (teacher & pupil) 2

Standard of Furnishing? 1

SECTION 4: Catering / Meals

Were the meals of an adequate standard? 1 - Excellent!

Was there enough to eat? 2 - Mostly. Only challenge was if a pupil didn't like the two options and had just rice, etc. Lisbet they did try to offer something

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? The options were excellent as they were all the types of food the children would be used to. The staff were always so welcoming and friendly.

SECTION 5: Centre Staff & Outdoor Pursuits

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

1 - Dylan was very welcoming

How do you rate the Centre Staff / Instructors?

Helpful: 1 Professional: 1

Were the Instructors motivating / clear / enthusiastic?

Yes! 1 - the pupils loved them!

How do you rate the outdoor pursuits? 1 - Huge appreciation for your efforts to make these fun.

How do you rate the outdoor pursuit equipment? 2 -

What were your pupil's favourite outdoor pursuits? SUP, Kayaks, Giant Canoe, Blind trail

Are there any new outdoor pursuits you would like Manor Adventure to offer? Can't think of any

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

The orienteering needs to be more engaging - some of the stamps are missing - A scavenger hunt style / riddles as clues, compasses, etc would be more fun.

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *The pupils have loved it!
Lots of memories made and skills developed.*

Which aspect of your stay was least enjoyed? *None.*

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?
*Molly, Dylan, Nick, Sam, Olli, Izzy - Were OUTSTANDING!
Rhys, Will - the kids liked their personalities.*

Where did you hear of Manor Adventure? *We have come here before.*

What were the reasons for choosing Manor Adventure? *Range of water
activities, quality of accommodation, quality of instructors,
our past visits - The independence our pupils gain.*

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

What other visits does your school organise? *Isle of Wight.*

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:



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Telephone: 01584 861333 Website: www.manoradventure.com

manor adventure

COURSE REPORT FORM

for

Culmington Manor, Shropshire

Lockerbie Manor, Scotland

Abernant Lake Hotel, Wales

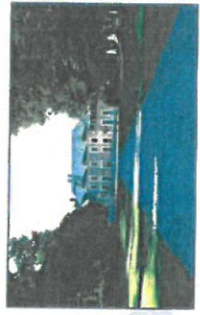
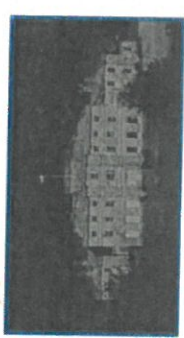
Willersley Castle, Peak District

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 Brinell

Le Château de Warren