

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

SCHOOL: NORFOLK PARTY LEADER: J.  
CENTRE: NORFOLK DATES: 9-13<sup>th</sup> Oct  
NAME OF ACCOMMODATION: Cireba

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 All clear

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? 2

How professional was the Presentation Evening? 2

How did you rate our pre-visit administration? 2

Customer Services (Bookings, payments, support)? 2

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

Preview visit to the centre? 2

### SECTION 2: Arrivals

General Welcome: 2/3 Fire Drill: 2

Room Allocation: 2 Introductory Talk: 2

### SECTION 3: Centre Facilities

Pupil Accommodation: 2 Teacher Accommodation: 1/2

Washing & Toilet Facilities: 2 Cleanliness / Hygiene: 2

The Grounds: Good

Were there any accommodation problems? N/A

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

Standard of Furnishing? 2

### SECTION 4: Catering / Meals

Were the meals of an adequate standard? Yes

Was there enough to eat? Yes

Was the food served promptly? Yes - Sometimes breakfast fast

Were all dietary requirements catered for? Yes

How do you rate the packed lunches? N/A

Any other comments? Thanks to Marge & the team for looking after us

- More water fountains would be even better

### 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? 2

Helpful: 2 Professional: 2

Were the instructors motivating / clear / enthusiastic? 2

How do you rate the outdoor pursuits? 2

How do you rate the outdoor pursuit equipment? 2

What were your pupil's favourite outdoor pursuits? G.SUPS / SUPS / HR

Are there any new outdoor pursuits you would like Manor Adventure to offer? Consistency between sessions - Children compared + sanded different

Do you have any suggestions on how we could improve our product or outdoor pursuits? Consistency between sessions - Children compared + sanded different

**SECTION 6: Overall Assessment**

Which aspect of your stay was most enjoyed? *All of it.*

Which aspect of your stay was least enjoyed? .....

How do you rate the overall product on a value for money basis? *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?  
*Thank you for a great week.*

Where did you hear of Manor Adventure? *New head teacher.*

What were the reasons for choosing Manor Adventure? *As above.*

Which centre did you visit last year? *Condover Hall.*

What other visits does your school organise? *Beaumaris Hall.*

**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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## COURSE REPORT FORM

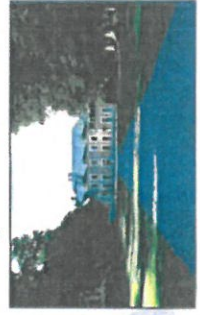
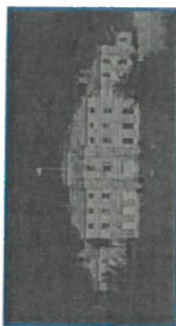
for

- 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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