

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

SCHOOL: Swan PARTY LEADER: Swan
CENTRE: Norfolk Lakes DATES: 9th - 13th October
NAME OF ACCOMMODATION: Swan

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 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? N/A

How did you rate our pre-visit administration? 1 Caroline and Nicola are amazing!

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 Morgan = 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: 3 The grass area in front of the dorms is very tired.

Were there any accommodation problems? None

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

Standard of Furnishing? 1

SECTION 4: Catering / Meals

Were the meals of an adequate standard? Amazing food as always from Marie and her team.

Was there enough to eat? Yes 1

Was the food served promptly? Except when a school was late to a few meal times

Were all dietary requirements catered for? Much better than previous experiences!

How do you rate the packed lunches? N/A

Any other comments? It was frustrating seeing the way a certain school left the dinner hall whenever we followed them in. The children were left to their own devices with no adults.

SECTION 5: Centre Staff & Outdoor Pursuits

Did the Head of Centre / Chief Instructor make themselves known to you during your visit? No

How do you rate the Centre Staff / Instructors? 1

Helpful: 1 Professional: 1

Were the Instructors motivating / clear / enthusiastic? 1

How do you rate the outdoor pursuits? 1 Loved everything

How do you rate the outdoor pursuit equipment? 1

What were your pupil's favourite outdoor pursuits? SUP, Raft building, giant Canoeing, Crate Stacking, climbing, bouldering

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

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 carefully put together timetable, flexibility of the team to change camps for the team are great.*
Which aspect of your stay was least enjoyed? *When a child nearly got hit on the head with a radio at the bottom of the high ropes by Roe?*
How do you rate the overall product on a value for money basis? *2*

Will you be considering a further visit with Manor Adventure? *Yes, already booked for next year.*

Have you any further general comments which you feel would be useful to us?
Morgan is very good at what he does. The children love him and he was amazing.

Where did you hear of Manor Adventure? *Previous school used it.*
What were the reasons for choosing Manor Adventure? *Activity Schedule and Range.*

Which centre did you visit last year? *Norfolk Lakes*
What other visits does your school organise? *None.*

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

COURSE REPORT FORM

for

Culmington Manor, Shropshire

Lockerbie Manor, Scotland

Abernant Lake Hotel, Wales

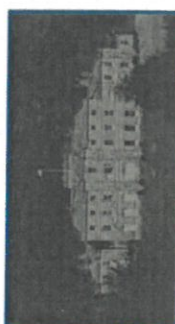
Willersley Castle, Peak District

Norfolk Lakes, Norwich

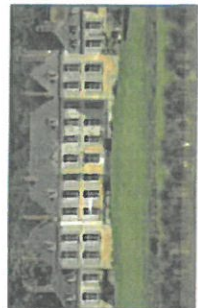
Your views are very important to us. We would greatly appreciate five minutes of your time to complete and return this form to reception prior to your departure.

We hope you have enjoyed your visit with us

Have you considered our French Centres



Le Château du Broustel



Le Château de Warsy