

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: T
CENTRE: Norfolk Lakes DATES: 2.10.23 - 4.10.23
NAME OF ACCOMMODATION: Teal

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? 2

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)?

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: 4 Cleanliness / Hygiene: 1

The Grounds: 1

Were there any accommodation problems? No problems but one

bathtub for 2 girls was challenging, also staff

Standard of cleanliness / tidiness? (teacher & pupil) bath room did not have

shower Very clean and tidy

Standard of Furnishing? lounge area in one block was

great to have

SECTION 4: Catering / Meals

Were the meals of an adequate standard? Yes a lot of chips

Was there enough to eat? Plenty

Was the food served promptly? Yes

Were all dietary requirements catered for? Yes

How do you rate the packed lunches? N/A

Any other comments? A lot of chips, Salad bar was fantastic

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? 1

Helpful: 1 Professional: 1

Were the Instructors motivating / clear / enthusiastic? Yes Pa was

fabulous the children loved her

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? SUPs and Kayaking

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 the children adore it.

Wifi in rooms would be better as we

had no signal or wifi in the dorms

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *Seeing the children face challenges and work as a team.*

Which aspect of your stay was least enjoyed?

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

Will you be considering a further visit with Manor Adventure? *Yes hopefully see you next year.*

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

Where did you hear of Manor Adventure? *We have been coming*

What were the reasons for choosing Manor Adventure? *for several years.*

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?

Name:

Address:



manor adventure

COURSE REPORT FORM

for

Culmington Manor, Shropshire

Lockerbie Manor, Scotland

Abernant Lake Hotel, Wales

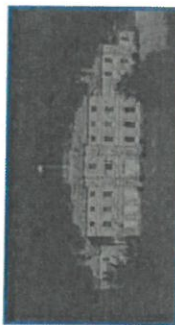
Willersley Castle, Peak District

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 Broutel



Le Château de Warsy