

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

SCHOOL: Wade Park PARTY LEADER: .....  
CENTRE: Norfolk Lakes DATES: 2-6/10/23  
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? Didn't use it

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? 1

Customer Services (Bookings, payments, support)? 1

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

Preview visit to the centre? 1 (for future visit)

### 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? No

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

Standard of Furnishing? 1

### 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 - plus a separate menu - much appreciated

How do you rate the packed lunches? 1

Any other comments? lots of clips!

### 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: 2

Were the instructors motivating / clear / enthusiastic? Most were - Reed

Very good with the children, so were Scott + Margaret

How do you rate the outdoor pursuits? 1 Yes

How do you rate the outdoor pursuit equipment? 2

What were your pupil's favourite outdoor pursuits? Grant Stand-up, Canyoning, normal 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? .....

**SECTION 6: Overall Assessment**

Which aspect of your stay was most enjoyed? *The activities.*

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

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.*

Have you any further general comments which you feel would be useful to us?  
*Thank you to Nikki at the office for being so helpful.*

Where did you hear of Manor Adventure? *Repeat customer*

What were the reasons for choosing Manor Adventure? *Range of activities & good accommodation*

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

What other visits does your school organise? *No other residential*

**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: .....



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# manor adventure

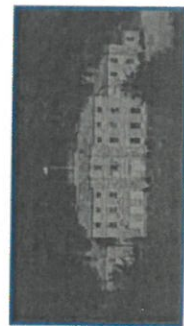
## COURSE REPORT FORM

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