

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

SCHOOL: Northolk hore s  
PARTY LEADER: 1  
CENTRE: 4 - 6 on Oct. 2023  
DATES: 4 - 6 on Oct. 2023  
NAME OF ACCOMMODATION: Biffen, Mallard

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? as a returning school no need for website

If you had a visit from one of our School Journey Advisors: Communicative

Did he provide a fair description of our centre and product? prior to visit

How professional was the Presentation Evening? always very efficient

How did you rate our pre-visit administration? efficient

Customer Services (Bookings, payments, support)? efficient

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

Preview visit to the centre? efficient

### SECTION 2: Arrivals

General Welcome: Excellent    Fire Drill: Excellent - V. Clear

Room Allocation: Excellent    Introductory Talk: Excellent

always a bonus to have rooms not full to capacity

esp. when sharing bedrooms. 12 to one toilet/shower

SECTION 3: Centre Facilities

Pupil Accommodation: Excellent    Teacher Accommodation: Excellent

Washing & Toilet Facilities: Excellent    Cleanliness / Hygiene: Excellent

The Grounds: Excellent

Were there any accommodation problems? No - minor issues like blown light bulb addressed immediately.

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

Standard of Furnishing? All good - just what is needed

### SECTION 4: Catering / Meals

Were the meals of an adequate standard? Excellent - great choice

and very accommodating to 'picky' eaters.

Was there enough to eat? Always more than enough

- very generous portions.

Was the food served promptly? Very - considering the large

numbers of pupils. Excellent.

Were all dietary requirements catered for? Excellent.

How do you rate the packed lunches? N/a

Any other comments? Very friendly staff, lovely with children.

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### SECTION 5: Centre Staff & Outdoor Pursuits

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

How do you rate the Centre Staff / Instructors? Excellent

Helpful: Excellent    Professional: Excellent

Were the Instructors motivating / clear / enthusiastic? Great staff - very

good with differing needs of children.

How do you rate the outdoor pursuits? Great - chn have loved

everything.

How do you rate the outdoor pursuit equipment? Very good - always

enough.

What were your pupil's favourite outdoor pursuits? All the water sports,

climbing wall and blind trail.

Are there any new outdoor pursuits you would like Manor Adventure to offer? A great range as offer

Do you have any suggestions on how we could improve our product or outdoor pursuits? Chn enjoy 'free time' - in the winter it is

very dark early on - floodlight on both

fields would help. - loved the lampfire -

1/11/2023 on way back - 1/11/2023 on way back

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1/11/2023 on way back - 1/11/2023 on way back

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *Everything! The day is full, the kids are kept busy all of their stay.*

Which aspect of your stay was least enjoyed? *- Nothing!*

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

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?  
*- Excellent idea keeping rooms on the last day with a watersport - much better than trying to get ready in one room.*

Where did you hear of Manor Adventure? *- returning school - our 3rd visit*

What were the reasons for choosing Manor Adventure?  
*- distance, number of activities packed into even day, watersports, value for money*

Which centre did you visit last year? *- Same - Norfolk Lakes.*

What other visits does your school organise? *- only 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?

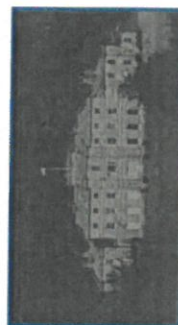
Name: .....

Address: .....

*manor  
adventure*

Head office: Culmington Manor, Craven Arms, Shropshire SY7 9BY  
Telephone: 01584 861333 Website: www.manoradventure.com

# manor adventure



## COURSE REPORT FORM

for

Culmington Manor, Shropshire

Lockerbie Manor, Scotland

Abernant Lake Hotel, Wales

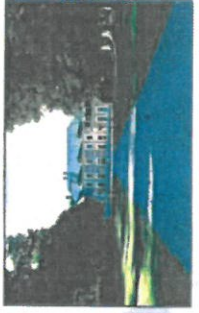
Willersley Castle, Peak District

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 Broufel



Le Château de Warsy