

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



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

SCHOOL: GIRTON GLEBE PRIMARY PARTY LEADER: TOM WARREN
CENTRE: NORFOLK LAKES DATES: 17/4/24 - 19/4/24
NAME OF ACCOMMODATION:

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
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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?

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? N/A

SECTION 2: Arrivals

General Welcome: 1 Fire Drill: 2

Room Allocation: 1 Introductory Talk: 2

SECTION 3: Centre Facilities

Pupil Accommodation 2 Teacher Accommodation: 1

Washing & Toilet Facilities: 2 Cleanliness / Hygiene: 2

The Grounds: 2

Were there any accommodation problems? One shower lacked hot water for about an hour in a pupil's room. Teacher's room very hot.

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

Standard of Furnishing? 2

SECTION 4: Catering / Meals

Were the meals of an adequate standard? 2

Was there enough to eat? 2

Was the food served promptly? 1

Were all dietary requirements catered for? 1

How do you rate the packed lunches? N/A

Any other comments?
Meals changed to what had been sent to us at quite short notice,
did not cause any issues but potentially could for others.
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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

How do you rate the Centre Staff / Instructors?
Helpful: 2 Professional: 2

Were the Instructors motivating / clear / enthusiastic? Yes, mostly

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? All water activities, kayaking,
canoeing etc. Caving was also popular.

Are there any new outdoor pursuits you would like Manor Adventure to offer? No

Do you have any suggestions on how we could improve our product or outdoor pursuits?
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SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? Independence in dorms,
All activities, being able to use the hall in free time.

Which aspect of your stay was least enjoyed?

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

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?

Only issue was having the very muddy blind trail organised as the final activity before getting on the bus. However, the instructor understood and managed to change to an indoor activity.

Where did you hear of Manor Adventure? School has used for many years.

What were the reasons for choosing Manor Adventure?

Safe, reliable, well-planned and organised.
Good food choices and bedrooms.

Which centre did you visit last year? Norfolk Lakes.

What other visits does your school organise? Wales - Abernant - Year 6

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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