

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

SOHOOC [redacted] PARTY LEADER [redacted]
CENTRE NORFOLK LAKES DATES 22/04 - 26/04
NAME OF ACCOMMODATION SWIN & KINGFISHER

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.manoradventures.com? website useful but lots of children accessed it so maybe more user friendly
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 professionals was the Presentation Evening? N/A
Customer Services (bookings, payments, support)? excellent
Operations (rooming, outdoor pursuit programmes, support)? excellent
Previous visit to the centre? N/A - had done previously

SECTION 2: Arrivals
General Welcome good Fire Drill good
Room Allocation v good introductory talk v good

SECTION 3: Centre Facilities
Pupil Accommodation v good Teacher Accommodation v good
Washing & Toilet Facilities v good Cleanliness / Hygiene v good
The Gardens excellent
Were there any accommodation problems? could provide soap for body-worms and perhaps towel rail
Standard of cleanliness / hygiene? excellent
Standard of Furnishings? excellent

SECTION 4: Catering / Meals

Were the meals of an adequate standard? Yes - lots of variety and choice
Was there enough to eat? Yes - the kids and adults always had plenty
Was the food served promptly? Yes
Were all dietary requirements catered for really well catered for
How do you rate the packed lunches? NA

Any other comments? less potato would be nice

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? Professional v good
Helpful v good
Were the Instructors motivating / clear / enthusiastic? most of them were
How do you rate the outdoor pursuits? excellent
How do you rate the outdoor pursuit equipment? excellent

What were your pupil's favourite outdoor pursuits? Kayaking, SUP
Caving but lots had different favourites
Are there any new outdoor pursuits you would like Manor Adventure to offer? tobogganing - but perhaps not fully enough
Do you have any suggestions on how we could improve our product or outdoor pursuits? Perhaps a detachable in dining room... central space for adults one kids have gone to had as staff room is closed at night. N/A could be improved. A bridge for adults to use

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *The outdoor pursuits*

Which aspect of your stay was least enjoyed? *N/A*

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

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?

Office staff have been really helpful and nothing has been too much trouble - thanks for a great trip

Where did you hear of Manor Adventure? *Search engine*

What were the reasons for choosing Manor Adventure? *Moved away from PL as Isle of Wight got too expensive*

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

What other visits does your school organise? *Just Year 6 residential*

SECTION 7:

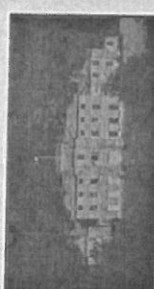
Do you know of any other schools or colleagues who may be interested in visiting any of our centres in England, Scotland, Wales and France?

Name: *N/A* 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 Broutel



Le Château de Warsy

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