

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:
CENTRE: *Norfolk Lakes* DATES: *24-26 January 2024*
NAME OF ACCOMMODATION: *Grebe*

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? *Pictures of the rooms*

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

Did he provide a fair description of our centre and product? *Yes*

How professional was the Presentation Evening? *Excellent*

How did you rate our pre-visit administration? *1*

Customer Services (Bookings, payments, support)? *1 very helpful*

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

Preview visit to the centre? *1*

SECTION 2: Arrivals

General Welcome: *1* Fire Drill: *1*

Room Allocation: *1* Introductory Talk: *2*

SECTION 3: Centre Facilities

Pupil Accommodation: *1* Teacher Accommodation: *1*

Washing & Toilet Facilities: *2* Cleanliness / Hygiene: *1*

The Grounds: *1*

Were there any accommodation problems? *one door (sliding) wouldn't lock*

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

Standard of Furnishing? *Perfectly fine*

SECTION 4: Catering / Meals

Were the meals of an adequate standard? *They were fantastic*

Was there enough to eat? *Yes*

Was the food served promptly? *Yes*

Were all dietary requirements catered for? *Yes*

How do you rate the packed lunches?

Any other comments?

SECTION 5: Centre Staff & Outdoor Pursuits

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

Met when we arrived

How do you rate the Centre Staff / Instructors?

Helpful: *1* Professional: *1*

Were the Instructors motivating / clear / enthusiastic? *1 - They were excellent and particularly good with SEND children*

How do you rate the outdoor pursuits? *1 - so much fun*

How do you rate the outdoor pursuit equipment? *1*

What were your pupil's favourite outdoor pursuits? *Canoeing*

Are there any new outdoor pursuits you would like Manor Adventure to offer? *Zip Wire*

Do you have any suggestions on how we could improve our product or outdoor pursuits?

They were all excellent - loved the fire

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *All activities were very well organised.*

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

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

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?
There were different things on the different sheets (to folder, outside disco and dorm walls)

Where did you hear of Manor Adventure? *They contacted*

What were the reasons for choosing Manor Adventure? *Great value, modern and great presentation.*

Which centre did you visit last year? *Kingswood*

What other visits does your school organise? *The Playground for years.*

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:



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

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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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SCHOOL: PARTY LEADER:
CENTRE: Norfolk Lakes DATES: 24/11 - 26/11
NAME OF ACCOMMODATION: Bitter, Mallard, 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?
Very good
Every time website that sold the product well.

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

Did he provide a fair description of our centre and product? Yes

How professional was the Presentation Evening? N/A

How did you rate our pre-visit administration?

Customer Services (Bookings, payments, support)? Excellent

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

Preview visit to the centre? N/A

SECTION 2: Arrivals

General Welcome: Excellent Fire Drill: Good

Room Allocation: Good Introductory Talk: Very good

SECTION 3: Centre Facilities

Pupil Accommodation: Good Teacher Accommodation: Very good

Washing & Toilet Facilities: Good Cleanliness / Hygiene:

The Grounds: Very Good

Were there any accommodation problems? Teacher room was cold in

Bitter 1 and 4.

Standard of cleanliness / tidiness? (teacher & pupil) Very good

.....

Standard of Furnishing? Excellent

.....

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

How do you rate the packed lunches? N/A

Any other comments? Food was fine if not spectacular.

SECTION 5: Centre Staff & Outdoor Pursuits

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

How do you rate the Centre Staff / Instructors?

Helpful: Yes - Mostly Professional: Yes

Were the Instructors motivating / clear / enthusiastic?

How do you rate the outdoor pursuits? Yes by and large.

Excellent. Would have liked
larger for the fire in survival skills.

How do you rate the outdoor pursuit equipment? Very good.

What were your pupil's favourite outdoor pursuits? Water activities +
low ropes.

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 children really enjoyed themselves.*

Which aspect of your stay was least enjoyed? *Food was average.*

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

Will you be considering a further visit with Manor Adventure? *Yes absolutely.*

Have you any further general comments which you feel would be useful to us?
Thank you very much for a lovely stay. The children all really enjoyed themselves and the staff have been very friendly.

Where did you hear of Manor Adventure? *Online.*

What were the reasons for choosing Manor Adventure? *Cost and locality to school. Activities offered also great.*

Which centre did you visit last year? *MMA PGL in Suffolk.*

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?

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SCHOOL: PARTY LEADER:
CENTRE: Norfolk houses DATES: 24-26 Jan 2020
NAME OF ACCOMMODATION: Kingfisher + 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 ?

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 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 more salad option

..... in the evening would be nice

Was there enough to eat? Yes

Was the food served promptly? Yes

Were all dietary requirements catered for? Yes

How do you rate the packed lunches? No

Any other comments?

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: 1 Professional: 1

Were the Instructors motivating / clear / enthusiastic? 1

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? We didn't do much

..... outside due to the weather.

Are there any new outdoor pursuits you would like Manor Adventure to offer? 2, 3, 4, 5?

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? *all of it*

Which aspect of your stay was least enjoyed? *Slightly grumpy lady*

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

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?
.....
.....
.....

Where did you hear of Manor Adventure? *Word from a friend*

What were the reasons for choosing Manor Adventure?

..... *Close, excellent, perfect for children*

Which centre did you visit last year? *Here*

What other visits does your school organise? *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? *I talked her in previous years.*

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Le Château de Warsy



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SCHOOL: PARTY LEADER:
CENTRE: NORFOLK LAKES DATES: 24/1/24 - 26/1/24
NAME OF ACCOMMODATION: SWAN AND GREBE

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? THE WEBSITE WAS VERY HELPFUL

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

Did he provide a fair description of our centre and product? YES

How professional was the Presentation Evening? HE CAME TO MY SCHOOL

How did you rate our pre-visit administration? INCREDIBLE

Customer Services (Bookings, payments, support)? FANTASTIC - NO FAULT!!

Operations (Rooming, outdoor pursuit programmes, support)? SAME AS ABOVE

Preview visit to the centre? VERY HELPFUL - KNOWLEDGEABLE STAFF

SECTION 2: Arrivals

General Welcome: * Fire Drill: *

Room Allocation: * Introductory Talk: *

* ALL WERE INFORMATIVE, & CLEAR AND HELPFUL

SECTION 3: Centre Facilities

Pupil Accommodation BRILLIANT Teacher Accommodation: PRISTINE

Washing & Toilet Facilities: GREAT Cleanliness / Hygiene: PERFECT

The Grounds: TIDY AND CARED FOR

Were there any accommodation problems? NO

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

Standard of Furnishing? FINE

SECTION 4: Catering / Meals

Were the meals of an adequate standard? THEY WERE AMAZING!!

Was there enough to eat? YES!

Was the food served promptly? YES

Were all dietary requirements catered for? YES - ABOVE AND BEYOND!

How do you rate the packed lunches? WE DID NOT HAVE ANY

Any other comments?

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: VERY! Professional: 10/10

Were the Instructors motivating / clear / enthusiastic? NOT ALL - SOME WERE QUIET:

How do you rate the outdoor pursuits? 8/10

How do you rate the outdoor pursuit equipment? 8/10

What were your pupil's favourite outdoor pursuits? OBSTACLE COURSE

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? CHILDREN LOVED ACTIVITIES

Which aspect of your stay was least enjoyed? DINNER TIME - PLEASE SEE BELOW

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

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?
AT DINNER, IT WAS HARD TO SIT ALL OUR CHILDREN TOGETHER DUE TO OTHER SCHOOLS BEING SCATTERED EVEN THOUGH THIS WAS FEATURED IN THE BRIEF.

Where did you hear of Manor Adventure? FACEBOOK

What were the reasons for choosing Manor Adventure? IT CAME HIGHLY RECOMMENDED.

Which centre did you visit last year? _____

What other visits does your school organise? A YEAR 5 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?

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