

COMPLETED WHEN WE WERE THE ONLY SCHOOL ON SITE
THIS HAS MADE A DIFFERENCE.

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: 12-16TH FEBRUARY 2021
NAME OF ACCOMMODATION: KINGFISHERS 3+5

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? REPEAT VISITORS -
WE DIDN'T USE WEBSITE

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? ALWAYS COMPREHENSIVE
MIKE IS ALWAYS INFORMATIVE

How did you rate our pre-visit administration? 2

Customer Services (Bookings, payments, support)? 1

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

Preview visit to the centre? 1

SECTION 2: Arrivals

General Welcome: 1 Fire Drill: 2

Room Allocation: 1 Introductory Talk: 2-3

SECTION 3: Centre Facilities

Pupil Accommodation: 2 Teacher Accommodation: 2

Washing & Toilet Facilities: 2 Cleanliness / Hygiene: 2

The Grounds: 2

Were there any accommodation problems? NO ALTHOUGH STAIR GRIP
STRIP IN KINGFISHER UPSTAIRS IS LOOSE

Standard of cleanliness / tidiness? (teacher & pupil) VERY CLEAN

Standard of Furnishing? 2

SECTION 4: Catering / Meals

Were the meals of an adequate standard? 2

Was there enough to eat? YES

Was the food served promptly? YES

LIMITED OPTIONS FOR THOSE WITH FOOD INTOLERANCES

Were all dietary requirements catered for? YES

How do you rate the packed lunches? N/A

Any other comments?

VERY FRIENDLY STAFF, ACCOMMODATE ACCOMMODATED
OUR FUSSY EATERS.
VERY GOOD SERVICE
A LOT OF SAUSAGE - EVERY MEAL NEARLY

SECTION 5: Centre Staff & Outdoor Pursuits

Did the Head of Centre / Chief Instructor make themselves known to you during your visit?
COME SPOKE TO US DURING STAY
NOT DURING STAY BUT DID ON PRE-VISIT

How do you rate the Centre Staff / Instructors?

Helpful: 1 Professional: 1

Were the Instructors motivating / clear / enthusiastic? 1

MOTIVATE OUR CHILDREN, CONSIDERATE OF NEED + ENTHUSIASTIC

How do you rate the outdoor pursuits? GOOD RANGE AVAILABLE FLEXIBILITY
DUE TO WEATHER CONDITIONS.

How do you rate the outdoor pursuit equipment? 2

What were your pupil's favourite outdoor pursuits? CLIMBING, AXE THROWING,
PADDLE BOARDING, CAVING

Are there any new outdoor pursuits you would like Manor Adventure to offer?
ZIP WIRE, ABSEILING

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? ... ACTIVITIES - VARIETY

Which aspect of your stay was least enjoyed? ... PROGRAMME HAS BEEN FULL
NO NEGATIVE DOWN POINTS

How do you rate the overall product on a value for money basis? ... GOOD 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?
... DOING SA SCAVENGER HUNT ON FIRST SESSION WAS
PAB IDEAS AS CHILDREN COULD EXPLORE THE CENTRE

Where did you hear of Manor Adventure? ... PREVIOUS VISITORS

What were the reasons for choosing Manor Adventure? ... WIDER RANGE OF ACTIVITIES

Which centre did you visit last year? ... NORFOLK LAKES - 2022

What other visits does your school organise? ... YEAR 3 + 4 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

