

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: 7<sup>th</sup> - 9<sup>th</sup> FEBRUARY 2024 .....  
NAME OF ACCOMMODATION: 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.manoradventure.com ? ..... /

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

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)? 1 - VERY HELPFUL!

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

Preview visit to the centre? N/A

### 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? 1 - STAFF + CHILDREN WERE ALL VERY HAPPY WITH MEALS

Was there enough to eat? YES - EVEN SECONDS

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? /

### 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? YES

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? CAVING, AGROBALL, MANDALAY OLYMPICS

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?

NO

**SECTION 6: Overall Assessment**

Which aspect of your stay was most enjoyed? *MANOR OLYMPICS - WE ENJOYED*

*WATCHING AS STAFF + THE CHILDREN LOVED THE COMPETITION*

Which aspect of your stay was least enjoyed? .....

How do you rate the overall product on a value for money basis? *VERY REASONABLE,*

*ESPECIALLY CONSIDERING AMOUNT OF FOOD/TIME FOR ACTIVITIES*

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? *WE VISITED PREVIOUSLY*

What were the reasons for choosing Manor Adventure? *PREVIOUS VISIT*

Which centre did you visit last year? *✓*

What other visits does your school organise? *WE ARE CURRENTLY ALTERNATING BETWEEN HERE + CRAFTHAM WATER EACH YEAR*

**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

# 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 ..... PARTY LEADER:  
CENTRE: NORFOLK LAKES ..... DATES: 5th - 7th FEBRUARY 2024  
NAME OF ACCOMMODATION: 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

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Preview visit to the centre? N/A

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### 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? ONE BLOCK WAS VERY HOT ON ARRIVAL BUT THIS PROBLEM WAS SOLVED WHEN MENTIONED.

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

Standard of Furnishing? 1

### SECTION 4: Catering / Meals

Were the meals of an adequate standard? 1 - THE STAFF + CHILDREN WERE ALL VERY HAPPY WITH MEALS.

Was there enough to eat? YES - EVEN SECONDS.

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? .....

### 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? YES, ALL STAFF WERE GREAT!

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? CAVING, AEROBALL, OBSTACLE COURSE, GSUP, MANOR OLYMPICS

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

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

NO

**SECTION 6: Overall Assessment**

Which aspect of your stay was most enjoyed? *MEALTIMES SPENT TOGETHER,*

*EATING AND FINDING OUT ABOUT WHAT EVERYONE HAD DONE.*

Which aspect of your stay was least enjoyed? .....

How do you rate the overall product on a value for money basis? *VERY REASONABLE,*

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*BETWEEN HERE & GRAHAM WATER EACH YEAR*

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