

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

SCHOOL: [redacted] PARTY LEADER: [redacted]
CENTRE: NORFOLK LAKES DATES: 4-8 MARCH 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? Excellent. Valuable information for both parents + schools.

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? Fantastic both Caroline + Nikeli were brilliant - even if I asked 100+ questions, they were always on hand to help - thank you!
Customer Services (Bookings, payments, support)?
Operations (Rooming, outdoor pursuit programmes, support)?
Preview visit to the centre? - V. Useful thank you.

SECTION 2: Arrivals

General Welcome: Excellent Fire Drill: - " -
Room Allocation: - " - Introductory Talk: - " -

SECTION 3: Centre Facilities

Pupil Accommodation: Excellent Teacher Accommodation: - " -
Washing & Toilet Facilities: - " - Cleanliness / Hygiene: - " -
The Grounds: - " -
Were there any accommodation problems? No - Any reported problems were fixed within minutes of reporting it.
Standard of cleanliness / tidiness? (teacher & pupil) Excellent
Standard of Furnishing? - " -

SECTION 4: Catering / Meals

Were the meals of an adequate standard? Over + above - thank you for catering so well to our needs.
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? A massive thank you to the whole kitchen team. Very warm + welcoming + really supported the kids well.

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: Excellent Professional: Excellent
Were the Instructors motivating / clear / enthusiastic? Yes - Clear love of job, working with children + all were brilliant
How do you rate the outdoor pursuits? 10/10
How do you rate the outdoor pursuit equipment? 10/10
What were your pupil's favourite outdoor pursuits? A range. I believe Caving has become a popular choice, despite many anxious beforehand!
Are there any new outdoor pursuits you would like Manor Adventure to offer? N/A
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? A pain-free experience for us as teachers from start -> finish with the support, PT agency, accommodation of their needs. Thank you.
Which aspect of your stay was least enjoyed?
How do you rate the overall product on a value for money basis? 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?

A massive thank you to all staff for a wonderful residential for the children.
Where did you hear of Manor Adventure? Previous trips @ Willemsley Castle
What were the reasons for choosing Manor Adventure? High Quality, known company.
Which centre did you visit last year? Willemsley Castle
What other visits does your school organise? Yr 3 trip to How Hill (2 nights).

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

