

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 DATES: 28/6/24 - 30/6/24
NAME OF ACCOMMODATION: Mallard

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? Excellent Very good and thorough Very helpful

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: Excellent

Room Allocation: Excellent Introductory Talk: Excellent

SECTION 3: Centre Facilities

Pupil Accommodation: Excellent Teacher Accommodation: Very good

Washing & Toilet Facilities: Very good Cleanliness / Hygiene: Very good

The Grounds: Very good

Were there any accommodation problems? No

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

Standard of Furnishing? Very good

SECTION 4: Catering / Meals

Were the meals of an adequate standard? Yes, but more variety at dinner with use of salad bar would help students who don't like food

Was there enough to eat? Yes Staff portions a little they only had 1 sausage + 1 bacon

Was the food served promptly? Yes ones moved quickly

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 Head staff were excellent and very understanding

How do you rate the Centre Staff / Instructors?
Helpful: 10 Professional: 10

Were the Instructors motivating / clear / enthusiastic? Yes all staff were excellent and great with both nervous and very strong students

How do you rate the outdoor pursuits? Excellent

How do you rate the outdoor pursuit equipment? Very good

What were your pupil's favourite outdoor pursuits? G Sup, SUP, Kiting

Are there any new outdoor pursuits you would like Manor Adventure to offer? None of faith?

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?

Which aspect of your stay was least enjoyed?

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

Will you be considering a further visit with Manor Adventure?

Have you any further general comments which you feel would be useful to us?
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Where did you hear of Manor Adventure?

What were the reasons for choosing Manor Adventure?

Which centre did you visit last year?

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?

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

