

**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? .....

**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: 2 Professional: 1

Were the Instructors motivating / clear / enthusiastic? The majority were.

How do you rate the outdoor pursuits? Excellent, particularly the water sports

How do you rate the outdoor pursuit equipment? Good

What were your pupil's favourite outdoor pursuits?  
SUP / G.SUP

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?  
The outdoor area, behind swan, has very little grass remaining. Maybe re-turfed.

**SECTION 6: Overall Assessment**

Which aspect of your stay was most enjoyed? The watersports

Which aspect of your stay was least enjoyed? The blind trail

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, we are booked for 2025.

Have you any further general comments which you feel would be useful to us?  
.....  
.....

Where did you hear of Manor Adventure? A former member of staff.

What were the reasons for choosing Manor Adventure? Cost, location, facilities.

Which centre did you visit last year? Same

What other visits does your school organise? This is the only recreational

**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](http://www.manoradventure.com)

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 LAKE DATES: 21.6.24 - 24.6.24  
NAME OF ACCOMMODATION: 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? ... N/A

How professional was the Presentation Evening? ... N/A

How did you rate our pre-visit administration? ... 2

Customer Services (Bookings, payments, support)? ... 2

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

Preview visit to the centre? ... N/A

### SECTION 2: Arrivals

General Welcome: ... 2      Fire Drill: ... 3

Room Allocation: ... 1      Introductory Talk: ... 2

### SECTION 3: Centre Facilities

Pupil Accommodation ... 2      Teacher Accommodation: ... 1

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

The Grounds: ... 1

Were there any accommodation problems? .....

... No

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

... 1

Standard of Furnishing? .....

... 2

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