

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *The children have loved everything and wanted to stay longer.*

Which aspect of your stay was least enjoyed? *Nothing.*

How do you rate the overall product on a value for money basis? *1*

Will you be considering a further visit with Manor Adventure? *Yes definitely we've had a great time again.*

Have you any further general comments which you feel would be useful to us?
No

Where did you hear of Manor Adventure? *Online*

What were the reasons for choosing Manor Adventure? *We loved all the activities on offer and how well run and organised the centre is*

Which centre did you visit last year? *2023*

What other visits does your school organise? *Day trips*

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? *No, sorry.*

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



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: 10th - 14th June
NAME OF ACCOMMODATION: Grebe

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

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

Preview visit to the centre? 1

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? The meals were varied and all the children enjoyed the food.

Was there enough to eat? Yes, we felt that the portions were always very generous.

Was the food served promptly? Yes always!

Were all dietary requirements catered for? Yes, I am gluten free and one child was lactose free and there was always a good option for us.

How do you rate the packed lunches? N/A

Any other comments? As a school we thought that the meals were always well cooked and delicious. Myself and Mrs Sheppard loved the salad bar at lunch and the fruit / yoghurt at breakfast that you could have as an extra.

SECTION 5: Centre Staff & Outdoor Pursuits

Did the Head of Centre / Chief Instructor make themselves known to you during your visit? No

How do you rate the Centre Staff / Instructors?

Helpful: Always 1 Professional: Always 1

Were the Instructors motivating / clear / enthusiastic? Yes! They were all absolutely lovely, friendly and fun.

How do you rate the outdoor pursuits? 1, The children loved all of the activities.

How do you rate the outdoor pursuit equipment? 1

What were your pupil's favourite outdoor pursuits? GSUP, kayaking, canoeing, sailing, climbing.

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