

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *The activities + the site being safe for children to have free time + be independent*

Which aspect of your stay was least enjoyed?

How do you rate the overall product on a value for money basis? *The parents have said it is very expensive.*

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?
We had several children who were sick + had to go home. The staff were excellent, especially Nikki - thank you!

Where did you hear of Manor Adventure? *Been coming since it opened*

What were the reasons for choosing Manor Adventure? *Good experience*

Which centre did you visit last year? *Norfolk Lakes*

What other visits does your school organise? *Cuffley camp*

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
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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: 20th - 24th May 2024
NAME OF ACCOMMODATION: Grebe 1-5

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?

Customer Services (Bookings, payments, support)?

Operations (Rooming, outdoor pursuit programmes, support)?

Preview visit to the centre?

SECTION 2: Arrivals

General Welcome: 1 Fire Drill: 1

Room Allocation: 1 Introductory Talk: 1

SECTION 3: Centre Facilities

Pupil Accommodation 3 Teacher Accommodation: 2

Washing & Toilet Facilities: 3 Cleanliness / Hygiene: 2

The Grounds: 2

Were there any accommodation problems? No

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

An extra clean was done when a child was sick.

Standard of Furnishing? 3 - Adequate

SECTION 4: Catering / Meals

Were the meals of an adequate standard? Yes - the children really enjoyed them.

Was there enough to eat? Yes - plenty!

Was the food served promptly? Yes - very well organised

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?

NOT SURE

How do you rate the Centre Staff / Instructors?

Helpful: 1 Professional: 1

Were the Instructors motivating / clear / enthusiastic? Yes - the children loved most of the instructors.

How do you rate the outdoor pursuits? 2 - most were really fun Team Games + MO were less popular.

How do you rate the outdoor pursuit equipment? very good although the blindfolds need replacing

What were your pupil's favourite outdoor pursuits? Most of the water ones, axe throwing, fencing.

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?