

**SECTION 6: Overall Assessment**

Which aspect of your stay was most enjoyed? *Yr 5 had a great time - good weather helps! loved the OC/SOP/high ropes.*

Which aspect of your stay was least enjoyed? .....

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

Will you be considering a further visit with Manor Adventure? *Yes, dates already booked for 2025.*

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

- Your dining area is very hot.*
- Would be worth considering having wetsuits to let children use (rather than them bringing their own?)*

Where did you hear of Manor Adventure? *N/A*

What were the reasons for choosing Manor Adventure? *We have used the company over the last 8 years.*

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

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: .....

*manor  
adventure*

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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

*(61 19)*

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: 8/5/24 - 10/5/24  
NAME OF ACCOMMODATION: GREBE, MALLARD + 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? It would be good to have the R.A. on there and easily downloadable.

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? N/A

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

Customer Services (Bookings, payments, support)? ① customer service

Operations (Rooming, outdoor pursuit programmes, support)? ① email was excellent

Preview visit to the centre? N/A

### SECTION 2: Arrivals

General Welcome: ② Fire Drill: ②

Room Allocation: ② Introductory Talk: ②

### SECTION 3: Centre Facilities

Pupil Accommodation: ② Teacher Accommodation: ②

Washing & Toilet Facilities: ② Cleanliness / Hygiene: ②

The Grounds: ③ Think the site needs so TLC - looking quite tired in places. Repairs to fences, etc would be good.

Were there any accommodation problems? No

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

Good

Standard of Furnishing? Good - although you can't fit water bottles under the taps in the bathroom sinks to refill.

### SECTION 4: Catering / Meals

Were the meals of an adequate standard? Salad at dinner would be good, lots of carbs available to keep children going!

Was there enough to eat? Yes

Was the food served promptly? Yes, would be good though to have the times for schools snuck up on in the waiting area to keep people on time.

Were all dietary requirements catered for? Yes

How do you rate the packed lunches? N/A

Any other comments? See above comment re. salad. Juice in dispensers was quite undiluted at times.

### 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: ③ Professional: ②

Were the Instructors motivating / clear / enthusiastic? Dependent on the activity. Water-based instructors / high ropes tended to be very enthusiastic.

How do you rate the outdoor pursuits? ② Good

How do you rate the outdoor pursuit equipment? ②

What were your pupil's favourite outdoor pursuits? SUP / High ropes / obstacle course

Are there any new outdoor pursuits you would like Manor Adventure to offer? Water-based obstacle course (inflatable) would be fun.

Do you have any suggestions on how we could improve our product or outdoor pursuits?

Site needs maintenance / tidying up in places. Need a newer selection of movies for more light.