

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *The activities*

Which aspect of your stay was least enjoyed? *Early dinner timing*

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

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 very happy with everything, thank you very much. Just a thought but could clean the balcony of teachers room.

Where did you hear of Manor Adventure? *Came before*

What were the reasons for choosing Manor Adventure? *Great mature instructors, length of activities, range of activities. Beautiful surroundings.*

Which centre did you visit last year? *Same*

What other visits does your school organise? *None*

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: Manor Adventure Norfolk DATES: 19-21 June 2024
NAME OF ACCOMMODATION: Kingfisher

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: Excellent Fire Drill: Very Good

Room Allocation: Excellent Introductory Talk: Excellent

SECTION 3: Centre Facilities

Pupil Accommodation Good Teacher Accommodation: Very good

Washing & Toilet Facilities: Very Good Cleanliness / Hygiene: Excellent

The Grounds: Excellent

Were there any accommodation problems? light sensor in bathroom always on

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

Standard of Furnishing? Very good

SECTION 4: Catering / Meals

Were the meals of an adequate standard? Very good

Was there enough to eat? Globally portions are ok, but for some Year 6 they could use a 2nd serving. Maybe adding snacks

Was the food served promptly? Yes

Were all dietary requirements catered for? Yes

How do you rate the packed lunches? /

Any other comments? Next year, could we please have dinner later? We're French and normally eating at 8.P.M so quite early for us, thank you

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: Very Good Professional: Excellent

Were the Instructors motivating / clear / enthusiastic? Very good

A huge thanks to Adam, Morgan, Cece and Ben and Sam

How do you rate the outdoor pursuits? Very Good

How do you rate the outdoor pursuit equipment? Very Good

What were your pupil's favourite outdoor pursuits? Low Rope, Obstacle Course water activities

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? /