

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 Lakes DATES: 22-24 March 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? 1 - very helpful and friendly

If you had a visit from one of our School Journey Advisors:

Did he provide a fair description of our centre and product? Lead your school year 1

How professional was the Presentation Evening? Very. It provided several points

How did you rate our pre-visit administration? Superb. Great family

Customer Services (Bookings, payments, support)? Superb

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

Preview visit to the centre? Lead year 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: Outstanding! 1

Washing & Toilet Facilities: 1 Cleanliness / Hygiene: 2

The Grounds: 2

Were there any accommodation problems? None. Only comment from some members

of staff... the heating could be turned down a bit (not a complaint!!)

Standard of cleanliness / tidiness? (teacher & pupil) 1

Standard of Furnishing? 1

### SECTION 4: Catering / Meals

Were the meals of an adequate standard? Very good! Best I have had

Was there enough to eat? Yes! Yes! 1

Was the food served promptly? Yes 1

Were all dietary requirements catered for? Absolutely 1

How do you rate the packed lunches? 1/A

Any other comments? .....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

**SECTION 6: Overall Assessment**

Which aspect of your stay was most enjoyed? *Availability of facilities for children and staff*

Which aspect of your stay was least enjoyed? *I really have nothing to say!*

How do you rate the overall product on a value for money basis? *Very highly. I have been to many similar venues with people - this is by far the best! 100%*

Will you be considering a further visit with Manor Adventure? *ABSOLUTELY!*

Have you any further general comments which you feel would be useful to us?  
*From central phone call to bank the way to departure the bar area  
evening I found staff highly enough of all staff at Norfolk  
Lakes. The whole thing is well organised and well run.*

Where did you hear of Manor Adventure? *On line in 2022*

What were the reasons for choosing Manor Adventure? *I came on a pre-booking  
tour and was impressed with the facilities and activities on offer  
at such a good price.*

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

What other visits does your school organise? *Health and safety centre (Day visit  
for younger pupils on 3.1.21), x.2 per year - 1 vicar on day trip to island  
to visit children by machine etc.*

**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: .....

Address: .....



Head office: Culmington Manor, Craven Arms, Shropshire SY7 9BY  
Telephone: 01584 861333 Website: www.manoradventure.com

# manor adventure

## COURSE REPORT FORM

- for
- Culmington Manor, Shropshire
  - Lockerbie Manor, Scotland
  - Abernant Lake Hotel, Wales
  - Willersley Castle, Peak District
  - Norfolk Lakes, Norwich

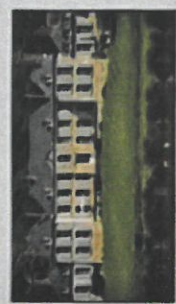
Your views are very important to us. We would greatly appreciate five minutes of your time to complete and return this form to reception prior to your departure.

We hope you have enjoyed your visit with us

Have you considered our French Centres



Le Château du Brouel



Le Château de Warsy