

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: 11th - 15th March 2024
NAME OF ACCOMMODATION: Mallard, Buttern, Teal

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? website is great and has accurate pricing which is helpful

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

Did he provide a fair description of our centre and product? Yes N/A

How professional was the Presentation Evening? N/A

How did you rate our pre-visit administration?

Customer Services (Bookings, payments, support)? Excellent

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

Preview visit to the centre? N/A

SECTION 2: Arrivals

General Welcome: Excellent Fire Drill: Excellent

Room Allocation: Excellent Introductory Talk: Excellent

SECTION 3: Centre Facilities

Pupil Accommodation Excellent Teacher Accommodation: Best we ever stayed in

Washing & Toilet Facilities: Cleanliness / Hygiene: Excellent

The Grounds: Clean and well kept

Were there any accommodation problems? - Fire alarm panel but was relocated for the evening and then fixed in the morning

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

Standard of Furnishing? Excellent

SECTION 4: Catering / Meals

Were the meals of an adequate standard? Yes and accomodating for dietary needs

Was there enough to eat? Yes - Could do with more salad

Was the food served promptly? Yes

Were all dietary requirements catered for? Yes

How do you rate the packed lunches? N/A

Any other comments? It would be helpful if other schools organised their children better and didn't spread out across the whole dining room - Allocated school seating would be helpful

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: Excellent Professional: Yes excellent

Were the Instructors motivating / clear / enthusiastic? Yes we had no children refuse to do activities because of the kindness of the adults

How do you rate the outdoor pursuits? Excellent

How do you rate the outdoor pursuit equipment? Excellent - loved the high ropes course

What were your pupil's favourite outdoor pursuits? High ropes, caning, stand up paddle - in general they loved all of it

Are there any new outdoor pursuits you would like Manor Adventure to offer? Maybe abseil or 3G smng? Zip wire?

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

No, it was great to be able to select activities and know this was what the children would actually be doing

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *It was all great*

Which aspect of your stay was least enjoyed? *Dining room, on the other*

schools here at the same time as we didn't encourage children to clear away.

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

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?

Due to the nature of the accomodation it would be great to

have a covered communal teachers area just outside

the accomodation block so staff could be together in the evening

Where did you hear of Manor Adventure? *Previous Staff member had been to one*

What were the reasons for choosing Manor Adventure? *Needed a change good value for money range of activities on offer*

Which centre did you visit last year? *Kingswood - Isle of Wight*

What other visits does your school organise? *Yes 4 1 night - Local*

45 p.w. Liddington 2 night

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?

We are hoping to bring all 4 of our trust schools together

next year.

Name: Name:

Address: Address:



manor adventure

End of course evaluation
March 2024.

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

