

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: Notfolk Lakes ..... DATES: 11<sup>th</sup> March - 15<sup>th</sup> March .....  
NAME OF ACCOMMODATION: Grebe .....

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

N/A

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: ..... 2 ..... Fire Drill: ..... 1 .....

Room Allocation: ..... 1 ..... Introductory Talk: ..... 1 .....

### SECTION 3: Centre Facilities

Pupil Accommodation ..... 1 ..... Teacher Accommodation: ..... 1 .....

Washing & Toilet Facilities: ..... 1 ..... Cleanliness / Hygiene: ..... 1 .....

The Grounds: .....

Were there any accommodation problems? .....

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

Standard of Furnishing? Could do with mirror in room and a fridge

### SECTION 4: Catering / Meals

Were the meals of an adequate standard? ..... 2 .....

Was there enough to eat? ..... 2 .....

Was the food served promptly? ..... 2 .....

Were all dietary requirements catered for? ..... 2 .....

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?

Yes

How do you rate the Centre Staff / Instructors?

Helpful: ..... 1 ..... Professional: ..... 1 .....

Were the Instructors motivating / clear / enthusiastic? ..... 2 .....

How do you rate the outdoor pursuits? ..... 2 .....

How do you rate the outdoor pursuit equipment? ..... 3 .....

What were your pupil's favourite outdoor pursuits? GSUP, raft building,

kayaking, blind trail, tug of war

Are there any new outdoor pursuits you would like Manor Adventure to offer? .....

Zip line

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

Some activities cost and our pupils would have loved to do, but we have to cap costs per child otherwise wouldn't be able to come.

**SECTION 6: Overall Assessment**

Which aspect of your stay was most enjoyed? *We enjoyed it all*

Which aspect of your stay was least enjoyed? *Lack of seating during meal times and limited time to eat. Often didn't finish meal as was rushed out by another school.*

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

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?

*Sandwiches at lunch?*

Where did you hear of Manor Adventure? *Previously been*

What were the reasons for choosing Manor Adventure? *Thoroughly enjoyed previous visit*

Which centre did you visit last year? *Norfolk*

What other visits does your school organise? *N/A*

**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: .....



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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

