

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: 11/3 - 15/3
NAME OF ACCOMMODATION: Bittern 3, 4 + 5

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? Clear website with dedicated teacher area.

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

Did he provide a fair description of our centre and product? N/A
How professional was the Presentation Evening? N/A

How did you rate our pre-visit administration?

Customer Services (Bookings, payments, support)? 2
Operations (Rooming, outdoor pursuit programmes, support)? 2
Preview visit to the centre? N/A We didn't get one

We saw the centre on the website.

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: 2

Were there any accommodation problems? We had a water leak in one room so had to move the pupils.

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

Standard of Furnishing? Good

SECTION 4: Catering / Meals

Were the meals of an adequate standard? Yes. It would be helpful to have a salad bar in the evening as well.

Was there enough to eat? Yes - 2

Was the food served promptly? Yes - 2

Were all dietary requirements catered for? Yes - 2

How do you rate the packed lunches? N/A - No option given

Any other comments? The kitchen team were all very friendly + welcoming. They encouraged all pupils to eat a small amount if they weren't keen.

SECTION 5: Centre Staff & Outdoor Pursuits

Did the Head of Centre / Chief Instructor make themselves known to you during your visit?

On-call person each night. Manager / team leader during welcome talk.

How do you rate the Centre Staff / Instructors? Helpful: 2 Professional: 2

Were the Instructors motivating / clear / enthusiastic? Yes. Some were more enthusiastic than others which helped the pupils.

How do you rate the outdoor pursuits? 2. Again, some activities were favoured than others.

How do you rate the outdoor pursuit equipment? Good - enough equipment for all including the adults.

What were your pupil's favourite outdoor pursuits? Kayak, Blind trail, axe throwing, fencing, climbing, sawing.

Are there any new outdoor pursuits you would like Manor Adventure to offer? Abseiling - or Zip line.

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

Some activities weren't as popular due to the enthusiasm of the instructor - perhaps these could be shorter + combined with another. The two were aeroball + orienteering.

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *The water activities & those not available to do in school*

Which aspect of your stay was least enjoyed? *Some activities which seemed too long allocated activity time*

How do you rate the overall product on a value for money basis? *2 - very good*

Will you be considering a further visit with Manor Adventure? *Yes - have requested bookings for next year*

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

*- Allocate tables for lunch time
- Have a clear first aid system when out on activities - we had two incidents - cut hand + bumped head - did they need to be recorded?*

Where did you hear of Manor Adventure? *Another local Headteacher*

What were the reasons for choosing Manor Adventure? *Water activities*

- Not too big

- Short enough journey time

Which centre did you visit last year? *Isle of Wight but a different company*

What other visits does your school organise?

*Year 5 residential - 3 days
Other local trips to enhance + support the curriculum*

Thank you for the week - the staff were helpful & the pupils (sometimes not as enthusiastic!) enjoyed themselves

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:

*manor
adventure*

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 Broutel



Le Château de Warsy

