

We constantly strive to improve our high standards. Your comments are important to us and will be assessed by our management team.

SCHOOL: [REDACTED] PARTY LEADER: [REDACTED]

CENTRE: Norfolk Lakes DATES: 25-27 April 2019

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

Did you find the brochure accurate and informative?  $\Rightarrow$  N/A

How could we improve our website, www.manoradventure.com?  
 $\Rightarrow$  N/A

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)? N/A

Operations (Rooming, outdoor pursuit programmes, support)? N/A

Preview visit to the centre? N/A

### SECTION 2: Arrivals

General Welcome: 1 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: 1 Catering: Quite samey - eg Sausage on offer @ breakfast, lunch & dinner on Friday. 3

Were there any accommodation problems? No

Standard of cleanliness / tidiness? (teacher & pupil) All fine, tidy throughout.

Standard of Furnishing? Fine, no problems

### SECTION 4: Meals

Were the meals of an adequate standard? Yes, the food on Friday was quite similar with sausages an option @ each meal, particularly for our vegetarians with breakfast, lunch, dinner + breakfast

Was there enough to eat? ~~Yes~~ Yes

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? N/A

### SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: 1 Professional: 1

Which Instructors were motivating / clear / enthusiastic?

All who we had the pleasure of working with.

How do you rate the outdoor pursuits? 2  $\rightarrow$  Chm not keen on Lake Walk, We'll select differently in future.

How do you rate the outdoor pursuit equipment? 1

What were your pupil's favourite outdoor pursuits? G.S.U.P.

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

\* Also a running around activity on the 1st night to fire the Chm out.

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

Maybe look into when certain activities take place. A running around activity on the morning of departure and a calmer one on the evening after a full on day.  $\rightarrow$  e.g. Canyoning, archery.

**SECTION 6: Overall Assessment**

Which aspect of your stay was most enjoyed? *The children loved the activities.*

Which aspect of your stay was least enjoyed? *The weather on the final day.*

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

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?  
*?*

Where did you hear of Manor Adventure? *Previous visit*

What were the reasons for choosing Manor Adventure? *Another member of staff books*

Which centre did you visit last year? *Same as this year.*

What other visits does your school organise? *French (already Manor adventure).*

**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: *N/A* Name: *N/A*

Address: Address:

**manor adventure**

Head office: Culmington Manor, Craven Arms, Shropshire, SY7 9BY  
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# manor adventure

## COURSE REPORT FORM

For



Culmington Manor, England



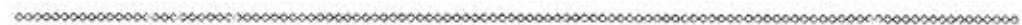
Lockerbie Manor, Scotland



Abernant Lake Hotel, Wales

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*



Le Château de Warsy, France

Have you considered our French Centres

Le Château de Warsy & Le Château du Broutel



Le Château du Broutel, France