

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: 1st - 5th April

NAME OF ACCOMMODATION: Bittern

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? 1

How could we improve our website, www.manoradventure.com?

4 - Very little detail for us to make appropriate provision. More detail needed, advice on accommodation, information about activities (quite vague at present)

Did he provide a fair description of our centre and product? 1

How professional was the Presentation Evening? wasn't one

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? Did not have one

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: 2 Cleanliness / Hygiene: 1

The Grounds: 1 Catering: 1

Were there any accommodation problems? NO - fab!

Standard of cleanliness / tidiness? (teacher & pupil) Would have been better if we could have something to maintain cleanliness in accommodation (brushes?)

Standard of Furnishing? Wonderful

SECTION 4: Meals

Were the meals of an adequate standard? Yes - more than!

Was there enough to eat? Yes (phew!) - need some new brownies!!!

Was the food served promptly? Yes - great

Were all dietary requirements catered for? Yes

How do you rate the packed lunches? N/A

Any other comments? The food was excellent throughout - thank you

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: 1 Professional: 1

Which Instructors were motivating / clear / enthusiastic?

For, Dan F, Alicia, Daniel E, Sam T, Cai, Kim & Izzy

How do you rate the outdoor pursuits? 1

How do you rate the outdoor pursuit equipment? 1

What were your pupil's favourite outdoor pursuits? Kayaking, G SUP, rifles

Are there any new outdoor pursuits you would like Manor Adventure to offer? NO

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

NO - it's already great. Our activities with large were less impressive - during rifles, she looked common sense (and guns)

during summer, I felt things could have been slightly safer.

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *The way everything combined/integrated (food/activities/independence/responsibilities)*

Which aspect of your stay was least enjoyed? *Nothing (sorry!) - we've had a fab time.*

How do you rate the overall product on a value for money basis? *Great - children really developed here*

Will you be considering a further visit with Manor Adventure? *Yes, absolutely.*

Have you any further general comments which you feel would be useful to us?
No, only to say thank you to all instructors and staff for making us feel very welcome.

Where did you hear of Manor Adventure? *Not sure*

What were the reasons for choosing Manor Adventure? *A change, and a different focus, moving away from our more gimmicky experiences at PGL*

Which centre did you visit last year? *None*

What other visits does your school organise? *Rock UK (we alternate - our 43/4 children go here)*

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: Name:
 Address: Address:
 No
 sorry

manor adventure

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manor adventure

COURSE REPORT FORM

For



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 de Warsy & Le Château du Broutel

