

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: 29/07/19 - 02/08/19

NAME OF ACCOMMODATION:

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? Yes, very :-

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)? 1

Preview visit to the centre?

SECTION 2: Arrivals

General Welcome: 1 Fire Drill:

Room Allocation: 1 Introductory Talk: 1

SECTION 3: Centre Facilities:

Pupil Accommodation: 2 Teacher Accommodation: 1

Washing & Toilet Facilities: 1 Cleanliness / Hygiene: 2

The Grounds: 1 Catering: 3

Were there any accommodation problems? no :-

Standard of cleanliness / tidiness? (teacher & pupil)

Standard of Furnishing?

SECTION 4: Meals

Were the meals of an adequate standard? They was nice, could have been more of a variety but it was nice. Kitchen staff was really nice & smile

Was there enough to eat? Yes for dinner but no for rest because your busy all day and need enough to keep going.

Was the food served promptly? As quick as they could to say they had a lot of people to go through :-

Were all dietary requirements catered for? Yes, no complaints.

How do you rate the packed lunches?

Any other comments?

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: 1 Professional: 1

Which Instructors were motivating / clear / enthusiastic?

Callum, Lydia, Amy, Aaron, Elie, daniel (can F), Reese, Will, fun dan (can H), Will and finally Jess!! :- All very Gucci - ^{maybe pass}

How do you rate the outdoor pursuits? Fantastic

How do you rate the outdoor pursuit equipment? Also fantastic

What were your pupil's favourite outdoor pursuits? kayak, GSUP, SUP and high ropes

Are there any new outdoor pursuits you would like Manor Adventure to offer? Maybe leap of faith or Jacob's ladder and maybe a big common room at night for kids.

Do you have any suggestions on how we could improve our product or outdoor pursuits? Maybe less 'active' ones, make more fun

ready for the 1st

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *How fun the staff was, how good they was with the kids and the activities*

Which aspect of your stay was least enjoyed? *Midges and getting bit but that can't be helped! Other than that, nothing*

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

Will you be considering a further visit with Manor Adventure? *I bloody hope so, it was amazing + the kids absolutely loved it*

Have you any further general comments which you feel would be useful to us? *Just that you all fab at your job and without you, the experience would have been alot different. Also you have made a massive impact on the kids and we all thank you very much! :)*

Where did you hear of Manor Adventure?

What were the reasons for choosing Manor Adventure?

Which centre did you visit last year?

What other visits does your school organise?

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:

manor adventure

Head office: Culmington Manor, Craven Arms, Shropshire, SY7 9BY
Telephone: 01584 861333 Fax: 01584 861367 www.manoradventure.com

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