

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: *11<sup>th</sup> - 15<sup>th</sup> Feb*

NAME OF ACCOMMODATION: *Swan / 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? *Yes, accurate*

How could we improve our website, www.manoradventure.com?  
*No improvement needed*

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

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

How professional was the Presentation Evening? *Excellent*

How did you rate our pre-visit administration?

Customer Services (Bookings, payments, support)? *Excellent*

Operations (Rooming, outdoor pursuit programmes, support)? *Excellent*

Preview visit to the centre? *Excellent*

### SECTION 2: Arrivals

General Welcome: *Excellent* Fire Drill: *Very Good*

Room Allocation: *Excellent* Introductory Talk: *Excellent*

### SECTION 3: Centre Facilities:

Pupil Accommodation: *Excellent* Teacher Accommodation: *Excellent*

Washing & Toilet Facilities: *Excellent* Cleanliness / Hygiene: *Excellent*

The Grounds: *Excellent* Catering: *Fantastic*

Were there any accommodation problems? *Nothing major, all addressed straight away*

Standard of cleanliness / tidiness? (teacher & pupil) *Fantastic*

Standard of Furnishing? *Excellent - could provide basic cleaning essentials for each block*

### SECTION 4: Meals

Were the meals of an adequate standard? *Fantastic!!*

Was there enough to eat? *Plenty - All went home well fed and watered*

Was the food served promptly? *Excellent*

Were all dietary requirements catered for? *Excellent!*

How do you rate the packed lunches? *N/A*

Any other comments? *Meals were on point, friendly staff and helped when students needed it! Thanks to the kitchen staff!!*

### SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: *Excellent* Professional: *Excellent*

Which Instructors were motivating / clear / enthusiastic?  
*All were good - Lydia, Mag and Sam especially great with the more challenging bunch.*  
*Thanks to all staff for their constant positivity*

How do you rate the outdoor pursuits? *Excellent*

How do you rate the outdoor pursuit equipment? *Excellent*

What were your pupil's favourite outdoor pursuits? *Caneing, SUP, GSUP*

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

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

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *All fantastic!*

Which aspect of your stay was least enjoyed?

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

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?  
*Excellent centre, great opportunities, friendly and accommodating staff*

Where did you hear of Manor Adventure?

What were the reasons for choosing Manor Adventure? *Cost, location*

Which centre did you visit last year? *Wide Horizons*

What other visits does your school organise? *ST in primary and  
Secondaries for transition*

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**

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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