

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 July - 5th July
NAME OF ACCOMMODATION: MALLARD 1-5 TEAL 1-5

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

Did you find the brochure accurate and informative? YES - APART FROM ACTIVITY SESSION TIMES
How could we improve our website, www.manoradventure.com?
video tour of the rooms.

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)? REALLY PATIENT!! (1)
Operations (Rooming, outdoor pursuit programmes, support)? ACCOMMODATING ALL OUR NEEDS & LAST MINUTE SWAPS!!
Preview visit to the centre? (1)

SECTION 2: Arrivals

General Welcome: BRILLIANT! (1) Fire Drill: PROFESSIONAL (2)
Room Allocation: ORGANISED! (1) Introductory Talk: WELCOMING (1)

SECTION 3: Centre Facilities:

Pupil Accommodation: (1) Teacher Accommodation:
Washing & Toilet Facilities: (2) - More showers Cleanliness / Hygiene: (2) - Bathrooms all need a mop.
The Grounds: (1) Catering: (3)
Were there any accommodation problems? ~~Teal 2~~ Teal 2 - broken wardrobe and chair.
Standard of cleanliness / tidiness? (teacher & pupil) (1) Brilliant we even had access to mops
Standard of Furnishing? (1) Very comfortable

SECTION 4: Meals

Were the meals of an adequate standard? (3) Breakfast v good plus and evening meals.
Was there enough to eat? 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? Very accomodating and patient with teenagers.

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?
Helpful: (1) Professional: (1)
Which instructors were motivating / clear / enthusiastic? Alicia T (first day!)
Yes - Great vapor with Dave R, Mirren S, Paige Jess A, Jake G, Dan M, Will P, Tyler G, Stuart B, Dairs, Ellie, Dan C, Lydia, Callum (1) and Tom.
How do you rate the outdoor pursuits? (1)
How do you rate the outdoor pursuit equipment? (2)
What were your pupil's favourite outdoor pursuits? G.S.P., Sailing, Kayak, Raft building, blind trail, Video, climbs
Are there any new outdoor pursuits you would like Manor Adventure to offer?
Zip wire - A* swimming
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? *Out door activities on the lake.*

Which aspect of your stay was least enjoyed? *Girls queing for showers in mornings which led to students being late for session 1 and breakfast.*

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

Will you be considering a further visit with Manor Adventure? *Yes!! Next year.*

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

Improve on providing more showers for bigger groups (use land next to the Teal block for block of showers / changing rooms)

Where did you hear of Manor Adventure? *Online (we've been coming for last 3 years!!)*

What were the reasons for choosing Manor Adventure? *Water activities - Very accomodating, create vapor on whole with students.*

Which centre did you visit last year? *Naflic Lakes*

What other visits does your school organise? *PSL / - Outbound*

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: [Redacted] Name:

Address: [Redacted] Address:

[Redacted] [Redacted]

manor adventure

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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