

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: 1-3 July

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

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)? .....

Preview visit to the centre? .....

### 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: 1

Were there any accommodation problems? blocked sink and broken lock dealt with swiftly

Standard of cleanliness / tidiness? (teacher & pupil) Good -

Standard of Furnishing? Comfortable 2, very much appreciated the mini fridge in teachers rooms

### SECTION 4: Meals

Were the meals of an adequate standard? Yes -

Was there enough to eat? Yes

Was the food served promptly? Yes

Were all dietary requirements catered for? Very happy with

vegan choices - ishoreggs

How do you rate the packed lunches? N/A

Any other comments? Serving staff were very friendly & helpful

### SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: 1 Professional: 1

Which Instructors were motivating / clear / enthusiastic?

Dan Fax, John, Dan E (Archery) All staff were Amy was very helpful and informative excellent

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? Paddle boarding

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

Zip line

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? *The activities were*

*So well organised & felt safe for the pupils*

Which aspect of your stay was least enjoyed?

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

Will you be considering a further visit with Manor Adventure? *I would happily*

*bring a group here*

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

*I think the kids would love a small gift shop*

*I thought all of the instructors were informative*

*and worked well with the kids. Also good to see regular observation by senior staff.*

Where did you hear of Manor Adventure? *College research*

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

*activities offered, reviews*

Which centre did you visit last year? *None*

What other visits does your school organise? *Day trips*

*see life museums etc.*

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