

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: Manor Adventure DATES: 5th - 7th June 2019
Norfolk Lakes
NAME OF ACCOMMODATION: Swan 1, 2 and 3.

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?

N/A

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

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)? very good

Operations (Rooming, outdoor pursuit programmes, support)? very good

Preview visit to the centre? N/A

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: Excellent

Were there any accommodation problems? No

Standard of cleanliness / tidiness? (teacher & pupil) Excellent for teacher.

Would be good for children to have soap in bedroom toilets for handwashing.

Standard of Furnishing? V. good

SECTION 4: Meals

Were the meals of an adequate standard? Excellent meals

Was there enough to eat? Yes plenty

Was the food served promptly? Yes v. good service

Were all dietary requirements catered for? Yes

How do you rate the packed lunches? N/A

Any other comments?

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: Very (1) Professional: (1)

Which instructors were motivating / clear / enthusiastic?

Darius for caving Team Games with Will P
SUP with Callum MC, and Alicia T and Dan F.

How do you rate the outdoor pursuits? Excellent. The ch.

especially enjoyed SUP

How do you rate the outdoor pursuit equipment? Excellent

What were your pupil's favourite outdoor pursuits? SUP and team games.

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? ~~the~~ Team work (children) & them experiencing new things.

Which aspect of your stay was least enjoyed? N/A

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

Will you be considering a further visit with Manor Adventure? Yes - already booked in for next year.

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

Where did you hear of Manor Adventure? Have been before

What were the reasons for choosing Manor Adventure? See above - We have had 3 fantastic visits.

Which centre did you visit last year? Norfolk Lakes

What other visits does your school organise? We do a 2 night stay for our Year 5's to Eaton Vale

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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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