

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: 3-7th June 2019

NAME OF ACCOMMODATION: B. Hen

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 Yes but some pictures out of date.

How could we improve our website, www.manoradventure.com?

A full list of activities with photographs so we can share with children to build excitement before arrival.

Did he provide a fair description of our centre and product? some confusion over accommodation shown new on initial visit but put in old

How professional was the Presentation Evening? N/A

How did you rate our pre-visit administration? Having said that we worked with what he had but

Customer Services (Bookings, payments, support)? 3 grater clarity on this aspect would have helped us

Operations (Rooming, outdoor pursuit programmes, support)? Rooming 4 outdoor programme 1 better.

Preview visit to the centre? 3

SECTION 2: Arrivals

General Welcome: 3 Fire Drill: 3

Room Allocation: 4 Introductory Talk: 3
(not what we were expecting)

SECTION 3: Centre Facilities:

Pupil Accommodation: 4 Teacher Accommodation: 3

Washing & Toilet Facilities: 5 Cleanliness / Hygiene: 3
(12 to 7 bathroom is inadequate)

The Grounds: 3 Catering: 2

Were there any accommodation problems? Not during the stay, but our school was under the impression that we would be housed in refurbished accommodation.

Standard of cleanliness / tidiness? (teacher & pupil) 3

Standard of Furnishing? little tired in our block

Rooms could benefit from fans/AC as very hot from children at night.

SECTION 4: Meals

Were the meals of an adequate standard? Yes - really like the home cooked approach - variety and catering for food intolerances.

Was there enough to eat? Yes
ABSOLUTELY

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? The serving staff were superb - their chud friendly approach engaged our SEN pupils - excellent!

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: 2 Professional: 2

Which Instructors were motivating / clear / enthusiastic? Ellie, Callum, Jess, Alicia, Dan, Jake, Will, Lewis

~~Ellie~~ These were all particularly outstanding

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? anything on the water! caving, crate stacking, high wire, obstacle course

Are there any new outdoor pursuits you would like Manor Adventure to offer? silent disco - instead of or as an alternative to film night

Do you have any suggestions on how we could improve our product or outdoor pursuits? Perhaps having one instructor for next to build relationships with groups? However, what we had was also great.

possible activity - traditional campfire and sing a long

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *water sports - variety*

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

How do you rate the overall product on a value for money basis? *3*

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?
designating set tables for school groups for their stay

Where did you hear of Manor Adventure? *? Headteacher booked*

What were the reasons for choosing Manor Adventure? *opportunity to take whole year group on residential*

Which centre did you visit last year? *Condover Hall (JCA)*

What other visits does your school organise? *N/A*

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