

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: 28/6/19 - 30/6/19

NAME OF ACCOMMODATION: Mallard / Bittern

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? .....

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

Map including position of accommodation (or easier to find)

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)? ..... 2

Operations (Rooming, outdoor pursuit programmes, support)? ..... 2

Preview visit to the centre? .....

### SECTION 2: Arrivals

General Welcome: ..... 1 Fire Drill: ..... 2

Room Allocation: ..... 1 Introductory Talk: ..... 1

### SECTION 3: Centre Facilities:

Pupil Accommodation: ..... 2 Teacher Accommodation: ..... 1

Washing & Toilet Facilities: ..... 3 Cleanliness / Hygiene: ..... 2

The Grounds: ..... 1 Catering: ..... 1

Were there any accommodation problems? No - accommodation was

switched on arrival but all very easy

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

Standard of Furnishing? Good

### SECTION 4: Meals

Were the meals of an adequate standard? Yes - very good with a varied selection

Was there enough to eat? Yes!

Was the food served promptly? Yes - all on time and hot.

Were all dietary requirements catered for? Yes on the most part. One member of staff with very specific requirements did struggle at times but all attempts were made to meet these.

How do you rate the packed lunches? .....

Any other comments? Excellent service when some chn didn't like the menu - can't fault service & food

### SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: ..... 1 Professional: ..... 1

Which Instructors were motivating / clear / enthusiastic?

Amy, Dan F., Emily, Darius, Dave R., Stuart, Tyler G

How do you rate the outdoor pursuits? Good variety and accessible for pupils of primary age

How do you rate the outdoor pursuit equipment? On the whole it was good however some equipment (e.g. archery) was damaged / tatty

What were your pupil's favourite outdoor pursuits? SUP, archery, low / high ropes

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?

Some instructors could pitch sessions slightly more to primary age gp on occasions

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *The variety of experiences that the chn got to experience.*

Which aspect of your stay was least enjoyed? *As a primary school with chn aged 7-11, it wasn't ideal being positioned next to a sch with secondary aged children - led to a few issues.*  
How do you rate the overall product on a value for money basis? *Good - good value for money.*

Will you be considering a further visit with Manor Adventure? *Likely*

Have you any further general comments which you feel would be useful to us?  
*Another enjoyable visit where the chn and staff had a fantastic time. On first night didn't have walkie talkie provided for emergency use - with the variety of medical needs we had, this wasn't ideal.*  
Where did you hear of Manor Adventure? *Been before*

What were the reasons for choosing Manor Adventure? *Facilities and location*

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

What other visits does your school organise? */*

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



Abernant Lake Hotel, Wales



Lockerbie Manor, Scotland

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