

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: 20 - 24th May 2019
NAME OF ACCOMMODATION: Swan

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? (1)

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? N/A

How professional was the Presentation Evening?

How did you rate our pre-visit administration? N/A

Customer Services (Bookings, payments, support)?

Operations (Rooming, outdoor pursuit programmes, support)?

Preview visit to the centre?

SECTION 2: Arrivals

General Welcome: (2) Fire Drill: (3)

Room Allocation: (1) Introductory Talk: (4)

SECTION 3: Centre Facilities:

Pupil Accommodation: (1/2) Teacher Accommodation: (1) Superb!

Washing & Toilet Facilities: (2) Cleanliness / Hygiene: (2)

The Grounds: (1) Catering: 2/3

Were there any accommodation problems? Curtains not fitting

Standard of cleanliness / tidiness? (teacher & pupil) (2)

Standard of Furnishing? (2) for teachers (1)

SECTION 4: Meals

Were the meals of an adequate standard? 2/3

Was there enough to eat? yes (1)

Was the food served promptly? yes (1)

Were all dietary requirements catered for? yes (1) The lunches that were there last year weren't there this year - we missed them

How do you rate the packed lunches? N/A

Any other comments? Have Provision seems less generous than previous years? Budget?

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: (1) Professional: (1) *to quote the kitchen! they work very hard (1) - even the quirky!*

Which Instructors were motivating / clear / enthusiastic? All of them
Ellie, Fox/Dan, Lydia, John, Callum, Melissa, Sarah, Alison
The guy on climbing last session on Tuesday - he really challenged a couple of enthusiastic boys

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? Crate stacking, G.SUP, climbing, High ropes

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

Abseiling, outdoor climbing wall, Zip wire

Do you have any suggestions on how we could improve our product or outdoor pursuits?

Surface when lining up - really dusty for allergy kids. Think about recycling - catering products.

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *Water activities*

Lots

Which aspect of your stay was least enjoyed? *None that everyone*

would agree on!

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

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?

Discussed already with Centre Manager

Where did you hear of Manor Adventure? *Coming for many years*

What were the reasons for choosing Manor Adventure? *Quality of*

activities, information, accommodation, food

Which centre did you visit last year? *This one*

What other visits does your school organise? *Overnight outdoor*

activities for Y4, 3-day French excursion (Y5)

PGL, Kingswood

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