

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: 24th - 26th May '19

NAME OF ACCOMMODATION: Swan 1, 2, 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?
Don't really look at it this time as we had been before

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? n/a

How did you rate our pre-visit administration?

Customer Services (Bookings, payments, support)? Good contact, quick response but quite late receiving information at times

Operations (Rooming, outdoor pursuit programmes, support)? Good

Preview visit to the centre? n/a

SECTION 2: Arrivals

General Welcome: Very good Fire Drill: Clear + informative

Room Allocation: Very accommodating Introductory Talk: brief but sufficient

SECTION 3: Centre Facilities:

Pupil Accommodation: Very good Teacher Accommodation: excellent

Washing & Toilet Facilities: excellent Cleanliness / Hygiene: excellent

The Grounds: Very clean & well maintained Catering: Excellent - basic selection plenty of food

Were there any accommodation problems? None

Standard of cleanliness / tidiness? (teacher & pupil) Rooms were very clean and were excellent

Standard of Furnishing? Furnishings very top quality. Very nice accommodation

SECTION 4: Meals

Were the meals of an adequate standard? Meals were very nice. There was lots of variety for everyone very good

Was there enough to eat? There was plenty of food for our party. Big portions and plenty for extra if required

Was the food served promptly? Food was always ready and waiting for us

Were all dietary requirements catered for? Yes the catering staff were very accommodating even preparing different food

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: 9 Professional: 6/7

Which Instructors were motivating / clear / enthusiastic?

At times yes predominantly on the Saturday instructors were quite sarcastic. Seem to be interested and not encouraging. In some activities by talking. As instructors have a lot of fun out of the activities. Very serious on the Sunday -> the All instructors were excellent

How do you rate the outdoor pursuits? 8/10

How do you rate the outdoor pursuit equipment? 10/10

What were your pupil's favourite outdoor pursuits? Great Stand up Paddleboarding

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?

Maybe tailor activity to the age of the young people doing them. At times our young people felt uncomfortable as the activities or elements were clearly focused at younger children

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *Activities*

Which aspect of your stay was least enjoyed? *Saturday instructor*

Mainly rafting + paddleboarding (blonde hair bar for less snows + service)

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

for what we received -> lots to do and staff very helpful

Will you be considering a further visit with Manor Adventure? *Yes, definitely*

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

Where did you hear of Manor Adventure?

What were the reasons for choosing Manor Adventure? *Previous stays here*

and excellent experiences

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

What other visits does your school organise? *Numerous activity days /*

excursions with groups and young people

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