

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: 28-10-19 - 1-11-19

NAME OF ACCOMMODATION: MALLARD

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?
Sample menus?

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

Did he provide a fair description of our centre and product? Yes ①

How professional was the Presentation Evening? Extremely ①

How did you rate our pre-visit administration?

Customer Services (Bookings, payments, support)? It has been excellent ①

Operations (Rooming, outdoor pursuit programmes, support)? Very good ②

Preview visit to the centre? ①

SECTION 2: Arrivals

General Welcome: ① Fire Drill: ②

Room Allocation: ② Introductory Talk: ①

SECTION 3: Centre Facilities:

Pupil Accommodation: ② Teacher Accommodation: ① and then some!!

Washing & Toilet Facilities: ② Cleanliness / Hygiene: Of the children? ③

The Grounds: ① Catering: ①

Were there any accommodation problems? None

Standard of cleanliness / tidiness? (teacher & pupil) Teachers were super clean!! Children...

Standard of Furnishing? Good. Just what we needed.

SECTION 4: Meals

Were the meals of an adequate standard? Exceptional - plentiful and delicious - overwhelmed with the choice.

Was there enough to eat? Undoubtedly!

Was the food served promptly? Isk - Monday + Tuesday - no problems. But on Wednesday, our 2nd session finished at 12.20 - the same time as we

Were all dietary requirements catered for? Yes

How do you rate the packed lunches? N/A

Any other comments? ↓ were due for lunch. Once returned from the obstacle course, shoes changed and hands washed, we were advised by a female scout to wait behind their groups. In addition, on Wednesday, after 'SCAV',

SECTION 5: Centre Staff & Outdoor Pursuits
How do you rate the Centre Staff / Instructors? we were 5 mins after our 5pm dinner call (due to washing hands + shoe changing) + asked by the kitchen to wait until 5.35pm. However, we

Helpful: ② Professional: ②

Which Instructors were motivating / clear / enthusiastic?
From the children: 'Alicia kept saying awesome and gave us encouragement'. 'Sean kept us moving during raining'. 'Until 6pm. Rauf gave us interesting history about the food, the army etc'. 'David encouraged us to go higher and reach our goals. He gave us clear instructions on how to help us

How do you rate the outdoor pursuits? and then around us safe. also, from a teacher's point of view, Alicia safety + efficiency received copious concerns, reassuring them + keeping up their spirits

How do you rate the outdoor pursuit equipment? ①

What were your pupil's favourite outdoor pursuits? Caneing, 6sup, canoeing

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

Again - from the children - bungee ropes, trampolining, zip lines

Do you have any suggestions on how we could improve our product or outdoor pursuits?
from the children: archery outside

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *We have enjoyed the activities - such a full programme!*

Which aspect of your stay was least enjoyed? *From --- homesick children?*

How do you rate the overall product on a value for money basis? *Very highly (what was it out of?)*

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?

Where did you hear of Manor Adventure? *They approached us*

What were the reasons for choosing Manor Adventure? *The staff qualifications leading to a better experience for the children*

Which centre did you visit last year? *N/A*

What other visits does your school organise? *No other residential or overnight - only day trips*

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