

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: 30/10/19 - 1/11/19  
NAME OF ACCOMMODATION: Grebe

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?

Maybe make the video clip longer, showing more detail of the activities.  
If you had a visit from one of our School Journey Advisors:

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

How professional was the Presentation Evening? yes

How did you rate our pre-visit administration?

Customer Services (Bookings, payments, support)? Issue with emails - YINWA at your centre

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

Preview visit to the centre? n/a

### SECTION 2: Arrivals

General Welcome: good Fire Drill: ok

Room Allocation: good Introductory Talk: good

### SECTION 3: Centre Facilities:

Pupil Accommodation: good Teacher Accommodation: excellent

Washing & Toilet Facilities: excellent Cleanliness / Hygiene: excellent

The Grounds: good Catering: excellent

Were there any accommodation problems? Curtains need to be stronger. Lamps - cheap plastic ones snap off.

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

Standard of Furnishing? excellent

### SECTION 4: Meals

Were the meals of an adequate standard? yes

Was there enough to eat? yes

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? chef was brilliant. Couldn't be more helpful. Went way beyond his duties. Thank you.

### SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful:  Professional:

Which Instructors were motivating / clear / enthusiastic?

Male Archery instructor was more interested in entertaining. A lot of silliness. Not enough archery.

How do you rate the outdoor pursuits? good

How do you rate the outdoor pursuit equipment? excellent

But low Ropes need lighting for after tea - safety?

What were your pupil's favourite outdoor pursuits? canoeing/kayaking/GSUP

Are there any new outdoor pursuits you would like Manor Adventure to offer? Evening bonfire/campfire

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

Schools need to be made aware of break between tea and the last activity so they can plan activities. The Games Room has no games!!

**SECTION 6: Overall Assessment**

Which aspect of your stay was most enjoyed? *Adults enjoyed the standard of their accomodation! Scouts were a nice touch.*

Which aspect of your stay was least enjoyed? *Not having an area for our school to use exclusively for <sup>quiet</sup> games after tea - other schools were unsupervised & really badly behaved in public areas*  
How do you rate the overall product on a value for money basis? *good*

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?  
*There was a large school with many staff who left their children completely supervised. They monopolised the T room, being in there constantly. After tea these children rang rids.*

Where did you hear of Manor Adventure? *rep.*

What were the reasons for choosing Manor Adventure?  
*local water sports somewhere different*

Which centre did you visit last year? *Diocese centre, Horstead.*

What other visits does your school organise?  
*various - linked to the curriculum. (1 day)*

**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**

Head office: Culmington Manor, Craven Arms, Shropshire, SY7 9BY  
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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