

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: 14-18<sup>th</sup> Oct 2019

NAME OF ACCOMMODATION: SWAN - GREEN

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?  
N/A

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

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)? 1

Operations (Rooming, outdoor pursuit programmes, support)? 1

Preview visit to the centre? N/A

### SECTION 2: Arrivals

General Welcome: 1 Fire Drill: 1

Room Allocation: 1 Introductory Talk: 1

### SECTION 3: Centre Facilities:

Pupil Accommodation: 1 Teacher Accommodation: 1

Washing & Toilet Facilities: 1 Cleanliness / Hygiene: 1

The Grounds: 1 Catering: 1 (5 stars!)

Were there any accommodation problems? NO

Standard of cleanliness / tidiness? (teacher & pupil) 1

Standard of Furnishing? 1

### SECTION 4: Meals

Were the meals of an adequate standard? MORE THAN!

Was there enough to eat? YES, PLENTY!

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? CATERING STAFF + FOOD WERE ALL EXCELLENT AND VERY ACCOMMODATING!

### SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: 1 Professional: 1

Which Instructors were motivating / clear / enthusiastic?

LYDIA, PAIGE, JESS, WILL, SEAN W, DAVER  
CLAIRE, PYLAN, REECE, JOHN - ALL VERY PROFESSIONAL AND UNDERSTANDING ONE CHAN'S NEEDS.

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? LOW ROPES, WATER ACTIVITIES, BLIND TRAIL, OBSTACLE COURSE

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

ZIPWIRE, ABSEIL

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

N/A

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? EVERYTHING

Which aspect of your stay was least enjoyed? N/A

How do you rate the overall product on a value for money basis? 1

DEFINITE VALUE FOR MONEY

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?

A COMMUNAL ROOM FOR STAFF AT THE  
END OF THE DAY E.G. ONE HOUR WITH  
CHIN SUPPLIES SO STAFF CAN RELIEF TO  
ONE ANOTHER.

Where did you hear of Manor Adventure? N/A

What were the reasons for choosing Manor Adventure? WE ENJOYED

LAST YEAR'S VISIT AND DECIDED TO  
BOOK AGAIN.

Which centre did you visit last year? NOLFOLK LAKES

What other visits does your school organise? FRONTIER CENTRE,

OTHER EDUCATIONAL VISITS LINKED TO  
CURRICULUM.

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? N/A

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