

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 DATES: 21/10/19 - 25/10/11

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? Sorry - can't remember! booked over 18 months ago

How could we improve our website, www.manoradventure.com? Detailed descriptions of activities would help with selection

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

How professional was the Presentation Evening? VERY GOOD

How did you rate our pre-visit administration?

Customer Services (Bookings, payments, support)? 2

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

Preview visit to the centre? N/A

SECTION 2: Arrivals

General Welcome: 2 Fire Drill: 2

Room Allocation: 2 Introductory Talk: 2

SECTION 3: Centre Facilities:

Pupil Accommodation: 2 Teacher Accommodation: 1

Washing & Toilet Facilities: 1 Cleanliness / Hygiene: T.V didn't work in one room intercoms didn't work

The Grounds: 1 Catering: 2 Would like more salad bar. Fruit ran out and was not replaced (by Thursday)

Were there any accommodation problems? T.V not working (not a problem)

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

Standard of Furnishing? Staff 1 Pupil 2

SECTION 4: Meals

Were the meals of an adequate standard? Meals were good. Healthy portion size. Kitchen staff were brilliant - very friendly + accommodating

Was there enough to eat? YES

We would have like more in the salad bar and available at dinner

Was the food served promptly? YES

Were all dietary requirements catered for? YES

How do you rate the packed lunches? Didn't have one

Any other comments? Staff (school) should be required to sit with their children. Behaviour from other schools was not good. Staff sat in other room.

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors? Helpful: 2 Professional: 2

Which Instructors were motivating / clear / enthusiastic? Ali, Greg, Darius, Paige - too strict at times when not needed. Will (Lake Walk) - sorry

How do you rate the outdoor pursuits? Sailing, SUP + Canoeing Very good. We will carefully consider selection of activities next year as Bvi + survival are similar

How do you rate the outdoor pursuit equipment? 3 On several some activities there was not enough equipment (climbing, scavenger hunt)

What were your pupil's favourite outdoor pursuits? Raft, SUP

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

Abseiling at this site.

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

If a school books activities that are similar in skills - let them know and give option to change.

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *Canoeing, Sailing*

Which aspect of your stay was least enjoyed? *Children's comment 'Compass work'*

How do you rate the overall product on a value for money basis? *4*

Will you be considering a further visit with Manor Adventure? *We have already booked for next year.*

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

Fencing was changed on arrival for compass skills. This is something our children do at school. We were told the faults were broken! Our children were disappointed. We booked it because we do not offer it at school.

Where did you hear of Manor Adventure? *Previous visit - years ago (Wales)*

What were the reasons for choosing Manor Adventure? *We offer (at school) outdoor learning. We looked for somewhere that offered something different to us - Watersports.*

Which centre did you visit last year? *P&L in Sussex*

What other visits does your school organise? *A variety - all local to keep costs down.*

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:

*Thank you
See you next
year*

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