

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: Manor Lakes Norfolk DATES: 9th - 13th September 2019
NAME OF ACCOMMODATION: Mallard / Teal

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? ... Haven't seen it!

How could we improve our website, www.manoradventure.com?

Make the address easier to find!

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

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)? ... 2

Operations (Rooming, outdoor pursuit programmes, support)? ... 3
Would have been good to have rooms earlier as our dates were so early in the year.

Preview visit to the centre? ... —

SECTION 2: Arrivals

General Welcome: ... 1 Fire Drill: ... 2

Room Allocation: ... 1 Introductory Talk: ... 1

SECTION 3: Centre Facilities:

Pupil Accommodation: ... 2 Teacher Accommodation: ... 2

Washing & Toilet Facilities: ... 2 Cleanliness / Hygiene: ... 2

The Grounds: ... 2 Catering: ... 1

Were there any accommodation problems? ... —

Standard of cleanliness / tidiness? (teacher & pupil) ... All very clean and tidy. Considering the amount of insects there are outside!

Standard of Furnishing? ... Would be great to have a shower in all teacher accommodation - no time for a bath!

SECTION 4: Meals

Were the meals of an adequate standard? ... Food was all delicious with great variety of choices!

Was there enough to eat? ... Huge portions and close meal times. meat children were never hungry

Was the food served promptly? ... Did have to wait on occasion for other schools to be served.

Were all dietary requirements catered for? ... Yes, very accommodating.

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

Any other comments? ... —

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: ... 2 Professional: ... 2

Which Instructors were motivating / clear / enthusiastic?

Aaron S, Ellie Mc, John J, Alicia T, Dave R, Jess A.
Pamir - Clare B

How do you rate the outdoor pursuits? ... Great fun and all accessible for every child.

How do you rate the outdoor pursuit equipment? ... Some press could be updated! Was always enough for everyone.

What were your pupil's favourite outdoor pursuits? ... Paddleboarding, Canoeing, Sailing, fishing, sailing.

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?

Ensure that all activities have the scope to last 1hr sessions and each session has structure and engagement, especially for children who struggle with lots of content.

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *The water activities!*

Which aspect of your stay was least enjoyed? *Some of the activities aren't as enjoyable when stretched to 1hr 30 mins - ^{volleyball, scavenger hunt, obstacle course}*

How do you rate the overall product on a value for money basis? *Given the price, some of the equipment could be in better condition eg ^{volley ball net!}*

Will you be considering a further visit with Manor Adventure? *Already booked for next year!*

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

Where did you hear of Manor Adventure? *School staff*

What were the reasons for choosing Manor Adventure? *Came for the last 2 years and have been impressed both times*

Which centre did you visit last year? *Manor Adventure*

What other visits does your school organise? *but we also visit: Holocaust Centre, The Deep aquarium sleepover, National Space Centre, Conkers activity Park, Yorkshire Wildlife Park*

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
Telephone: 01584 861333 Fax: 01584 861367 www.manoradventure.com

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