

We constantly strive to improve our high standards. Your comments are very important to us and will be assessed by our management team.

SCHOOL ..... PARTY LEADER: .....

CENTRE: Norfolk Lakes ..... DATES: 24/2/20 - 28/2/20 .....

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? ① .....

How could we improve our website, www.manoradventure.com?  
More photos & detail .....

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

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

How professional was the Presentation Evening? ① .....

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? ① .....

### SECTION 2: Arrivals

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

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 .....

Were there any accommodation problems? Toilet door locked shut - fixed immediately .....

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

Standard of Furnishing? ① .....

### SECTION 4: Meals

Were the meals of an adequate standard? .....

① Lovely! .....

Was there enough to eat? ① More than! .....

Was the food served promptly? ① Yes .....

Were all dietary requirements catered for? ① Could not have been more helpful .....

How do you rate the packed lunches? We didn't have one .....

Any other comments? Staff treated the children amazingly. The male (Tom) chef was exceptional with his interaction with children and preparation of 'extras' for the fussy eaters. However, all were brilliant & lovely.

### SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: ① ..... Professional: ① .....

Which Instructors were motivating / clear / enthusiastic?

All were very impressive ① .....

How do you rate the outdoor pursuits? ① except volleyball .....

How do you rate the outdoor pursuit equipment? ① .....

What were your pupil's favourite outdoor pursuits? climbing, caving, archery, obstacle course, canoes, sailing .....

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

Fishing A shame you pay extra for high ropes though .....

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

Volleyball in the hall not activity room. Two groups only had one rope for climbing, others had 2 so got more turns. More consistency in bouldering as some did lots of climbing & others did more games.

**SECTION 6: Overall Assessment**

Which aspect of your stay was most enjoyed? *...It is the whole package that makes it work, not just one thing*

Which aspect of your stay was least enjoyed? *volleyball*

How do you rate the overall product on a value for money basis? *Expensive but what you get for it makes it good value for money.*

Will you be considering a further visit with Manor Adventure? *Yes - already booked.*

Have you any further general comments which you feel would be useful to us? *Shelf in the bathroom!*

Where did you hear of Manor Adventure? *Rep. phoned to book an appointment*

What were the reasons for choosing Manor Adventure? *Timings - need to choose a new venue/provider. But the package offered seemed to be what we wanted.*

Which centre did you visit last year? *— Into Action in Hertfordshire*

What other visits does your school organise?

**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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# manor adventure

## COURSE REPORT FORM

For



Culmington Manor, England



Abernant Lake Hotel, Wales



Lockerbie Manor, Scotland

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