

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: 22ND - 26TH APRIL 2021
NAME OF ACCOMMODATION: GRESE 1-5 AND BITTERN 1

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

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

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

Did he provide a fair description of our centre and product? N/A

How professional was the Presentation Evening? N/A

How did you rate our pre-visit administration? N/A

Customer Services (Bookings, payments, support)? 1

Operations (Flooring, 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: 2 Teacher Accommodation: 2

Washing & Toilet Facilities: 1 Cleanliness / Hygiene: 1

The Grounds: 1

Were there any accommodation problems? YES - BUT WERE FIXED VERY QUICKLY

E.G. Door Locks, HEATINGS, HOT WATER, ETC. (hot water was out, however, to longer than normal)

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

Standard of Furnishing? 1

SECTION 4: Catering / Meals

Were the meals of an adequate standard? YES

Was there enough to eat? YES - BUT IF LAST THINGS LIKE SALAD WERE ALL GONE AND NEEDED REPLACING / TOPPING UP

Was the food served promptly? YES

Were all dietary requirements catered for? YES

How do you rate the packed lunches? GOOD

Any other comments? GOOD SELECTION OF FRUIT

SECTION 5: Centre Staff & Outdoor Pursuits

Did the Head of Centre / Chief Instructor make themselves known to you during your visit? YES

How do you rate the Centre Staff / Instructors? 2

Helpful: 2 Professional: 2

Were the Instructors motivating / clear / enthusiastic? YES

How do you rate the outdoor pursuits? VERY GOOD

How do you rate the outdoor pursuit equipment? VERY GOOD

What were your pupil's favourite outdoor pursuits? STAND UP PADDLE BOARD, RAFT BUILDING, HIGH ROPES

Are there any new outdoor pursuits you would like Manor Adventure to offer? NO

Do you have any suggestions on how we could improve our product or outdoor pursuits? WE CAN'T DO ANYTHING BUT WE CAN TRY TO IMPROVE OUR PRODUCT OR OUTDOOR PURSUITS

PREVIOUSLY - IF COLD WEATHER HOT DRINKS GIVEN HALF WAY THROUGH RATHER THAN FINISHING AN HOUR EARLIER LIKE THIS YEAR

CAN CANOEING + KAYAKING NOT BE DONE ON THE SAME DAY AS VERY TRYING FOR PUPILS

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *THE ACTIVITIES + BREAKFAST!
AND ALAN (THE CAT)!*

Which aspect of your stay was least enjoyed? *THE LEATHER!*

How do you rate the overall product on a value for money basis? *VERY 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?
MORE CHOICE OF SMALL PACKS OF SWEETS... SOME WERE TOO BIG.

Where did you hear of Manor Adventure? *From my sisters*

What were the reasons for choosing Manor Adventure? *ALWAYS WELL RUN + ORGANISED*

Which centre did you visit last year? *NORFOLK LAKES + CHATEAU DU BROUETEL*

What other visits does your school organise? *PGL - WINDMILL HILL AND ONE OTHER*

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:

Address:

*manor
adventure*

Head office: Culmington Manor, Craven Arms, Shropshire SY7 9BY
Telephone: 01584 861333 Website: www.manoradventure.com

*manor
adventure*

**COURSE
REPORT FORM**

for

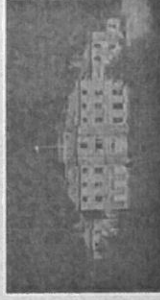
Culmington Manor, Shropshire

Lockerbie Manor, Scotland

Abernant Lake Hotel, Wales

Willersley Castle, Peak District

Norfolk Lakes, Norwich



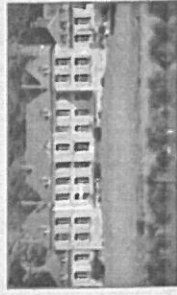
Your views are very important to us. We would greatly appreciate five minutes of your time to complete and return this form to reception prior to your departure.

We hope you have enjoyed your visit with us

Have you considered our French Centres



Le Château du Brouet



Le Château de Warsy