

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: Worfolk Lakes DATES: 20th - 24th June 24
NAME OF ACCOMMODATION: Kingfisher 2, 3, 4, 5

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? 3

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?

Customer Services (Bookings, payments, support)? 3

Operations (Rooming, outdoor pursuit programmes, support)? 3

Preview visit to the centre? N/A

SECTION 2: Arrivals

General Welcome: 2 Fire Drill: 4 could have been explained more clearly

Room Allocation: 2 Introductory Talk: 3 to children as they did not know space

SECTION 3: Centre Facilities

Pupil Accommodation: 2 Teacher Accommodation: 3 Kingfisher 4 & 5 did not lock

Washing & Toilet Facilities: 2 Cleanliness / Hygiene: 3 Kingfisher 4 - the smell hit the children

The Grounds: 1

Were there any accommodation problems? The heat in the rooms was unbearable. The rooms needed fans to circulate air

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

Standard of Furnishing? 2 Never had a TV in my room on residential before!

SECTION 4: Catering / Meals

Were the meals of an adequate standard? 3 more healthy veg options available

Was there enough to eat? 1

Was the food served promptly? 1

Were all dietary requirements catered for? 1 Staff went out of their way to try to accommodate children

How do you rate the packed lunches? N/A

Any other comments? Children enjoyed carrying per lunches & nice big tables

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SECTION 5: Centre Staff & Outdoor Pursuits

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

1

How do you rate the Centre Staff / Instructors?

Helpful: 1 Professional: 1

Were the Instructors motivating / clear / enthusiastic? 2

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How do you rate the outdoor pursuits? 1 fantastic!

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How do you rate the outdoor pursuit equipment? 2 some orienteering equipment not there / broken

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What were your pupil's favourite outdoor pursuits? water based activities - all of them!

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

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

We have been pleased with everything we have done.

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SECTION 6: Overall Assessment

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

Which aspect of your stay was least enjoyed? *a bigger space for 'downtime' activity*

How do you rate the overall product on a value for money basis? *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?
The instructors really worked hard to engage children and reassure others who were not feeling confident

Where did you hear of Manor Adventure? *School regularly use centre*

What were the reasons for choosing Manor Adventure? *previous good experiences at the centre*

Which centre did you visit last year? *Norfolk Lakes*

What other visits does your school organise? *many other day trips - not residential*

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:



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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 Broutel



Le Château de Warsy

