

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 DATES: 24/6 - 27/6  
NAME OF ACCOMMODATION: SWAN & KINGFISHER

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? N/A

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

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

How professional was the Presentation Evening? Excellent

How did you rate our pre-visit administration? .....

Customer Services (Bookings, payments, support)? 1

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

Preview visit to the centre? N/A

### SECTION 2: Arrivals

General Welcome: 1 Fire Drill: 2

Room Allocation: 1 Introductory Talk: 2

### SECTION 3: Centre Facilities

Pupil Accommodation 1 Teacher Accommodation: 1

Washing & Toilet Facilities: 2 Cleanliness / Hygiene: 2

The Grounds: 2

Were there any accommodation problems? None - Swan 3 as strip

on the staff was coming off slight hazard windows restricted in all rooms - children could open

Standard of cleanliness / tidiness? (teacher & pupil) 2

Standard of Furnishing? 2

### SECTION 4: Catering / Meals

Were the meals of an adequate standard? Yes

Was there enough to eat? Yes - although children didn't like Wednesday dinner choices, lots of chicken on the menu

Was the food served promptly? Yes - some schools late to slots

Were all dietary requirements catered for? Yes - squash choices could be more clearly labelled to support with this

How do you rate the packed lunches? N/A

Any other comments? .....

### 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?

Helpful: 2 Professional: 2

Were the Instructors motivating / clear / enthusiastic? 2

How do you rate the outdoor pursuits? 1

How do you rate the outdoor pursuit equipment? 1

What were your pupil's favourite outdoor pursuits? giant paddle boarding

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 there are more shady spots display safety signs / instructions near each activity

**SECTION 6: Overall Assessment**

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

Which aspect of your stay was least enjoyed? *food choices - lots of chicken on menu*

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

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?  
*ensure after wet activities children have enough time to change / wash before lunch and dinner slots*

Where did you hear of Manor Adventure?

What were the reasons for choosing Manor Adventure? *Location and accomodation facilities*

Which centre did you visit last year? *Bowdsey*

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: .....



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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

