

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *The variety of activities - the tight scheduling is amazing*

Which aspect of your stay was least enjoyed? *Nothing.*

How do you rate the overall product on a value for money basis? *Excellent value for money. (7)*

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?
.....
.....

Where did you hear of Manor Adventure? *Fellow colleagues.*

What were the reasons for choosing Manor Adventure? *We used to use PGL however, the price was becoming too high.*

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

What other visits does your school organise? *This is the only overnight outdoor pursuit - always for Year 6 after their SATs.*

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 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 Broutel



Le Château de Warsy



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: 20/05/24 - 24/05/24
NAME OF ACCOMMODATION: Kingfishers 1-5.
Swan 3.

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 ?

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)? 1

Operations (Rooming, outdoor pursuit programmes, support)? 1

Preview visit to the centre? N/A: We have stayed at this centre before.

SECTION 2: Arrivals

General Welcome: 3 Fire Drill: 1

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: Stunning. Very well kept.

Were there any accommodation problems? Yes - mainly issues with plumbing however, these were reported and dealt with quickly.

Standard of cleanliness / tidiness? (teacher & pupil) We had an issue with sickness and all affected rooms were deep cleaned! - Thank you!

Teacher: 1 Pupils: 1

Standard of Furnishing? 1

SECTION 4: Catering / Meals

Were the meals of an adequate standard? 1 - absolutely delicious

Was there enough to eat? 1 - more than enough

Was the food served promptly? Certainly 1. We checked the dining area first and then asked the chef if they were ready for our school

Were all dietary requirements catered for? 1 - the Pantryard system is amazing

How do you rate the packed lunches? N/A.

Any other comments? It can't really be helped but, when schools do not arrive on time it is an issue. Our party were asked to leave at one meal time but, the final group though had only been in for 5 minutes.

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: 1 Professional: 1

Were the Instructors motivating / clear / enthusiastic? (1) - Emma - a star!

Adron was awesome (1). Sam was brilliant with our ch. *

How do you rate the outdoor pursuits? 1 (1)

How do you rate the outdoor pursuit equipment? 1

What were your pupil's favourite outdoor pursuits? Sailing, crate stacking, WSUP, SUP, GCAN, High Ropes, Caving.

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

Zip wire. Mountain Biking. BMX

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