

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: 7-9 JUNE 2019

NAME OF ACCOMMODATION: SWAN GLEBE

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? YES

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 - V. PROFESSIONAL

How did you rate our pre-visit administration?

Customer Services (Bookings, payments, support)? EXCELLENT

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

Preview visit to the centre? N/A

SECTION 2: Arrivals

General Welcome: GOOD Fire Drill: GOOD

Room Allocation: GOOD Introductory Talk: GOOD

SECTION 3: Centre Facilities:

Pupil Accommodation: GOOD Teacher Accommodation: EXCELLENT

Washing & Toilet Facilities: EXCELLENT Cleanliness / Hygiene: GOOD

The Grounds: EXCELLENT Catering: EXCELLENT

Were there any accommodation problems? LOCKS ON TEACHER ACCOMODATION
PROBLEMATIC - TOOK MANY ATTEMPTS TO WORK!

Standard of cleanliness / tidiness? (teacher & pupil) VERY GOOD

Standard of Furnishing? VERY GOOD

SECTION 4: Meals

Were the meals of an adequate standard? DEFINATELY

Was there enough to eat? PLENTY

Was the food served promptly? YES

Were all dietary requirements catered for? ABSOLUTELY

How do you rate the packed lunches? N/A

Any other comments? N/A

SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: EXTREMELY Professional: VERY GOOD

Which Instructors were motivating / clear / enthusiastic?
Callum ++++ Dan H ++++ Sarah ++++ Paige ++++ Daniel E ++++
Lydia ++ Reece ++

How do you rate the outdoor pursuits? ~~VERY GOOD~~ EXCELLENT

How do you rate the outdoor pursuit equipment? VERY GOOD - ANY CHANCE
OF A VENTILATED SHOE RACK AS DIDN'T DRY IN HOT ROOM

What were your pupil's favourite outdoor pursuits? PADDLE BOARD (GSUP)
OBSTACLE COURSE

Are there any new outdoor pursuits you would like Manor Adventure to offer?
ZIP WIRE LEAP OF FAITH PLATFORM + TRAPESE JUMP

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

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? VERY RELAXED AND FREEDOM FOR CHILDREN - VERY SAFE PLACE

Which aspect of your stay was least enjoyed? THE WEATHER!!! NOTHING REALLY, IT WAS VERY ENJOYABLE.

How do you rate the overall product on a value for money basis? VERY GOOD VALUE

Will you be considering a further visit with Manor Adventure? POSSIBLY NEXT YEAR, WELL, PROBABLY YES!

Have you any further general comments which you feel would be useful to us?

Where did you hear of Manor Adventure? INFORMATION TO SCHOOL

What were the reasons for choosing Manor Adventure? LOOKING FOR AN ALTERNATIVE TO ORIGINAL SCHOOL JOURNEY

Which centre did you visit last year? N/A

What other visits does your school organise? YEAR 4 ONE NIGHT ONLY

SECTION 7

Do you know of any other schools or colleges.....

manor adventure

COURSE REPORT FORM

For



Culmington Manor, England



Lockerbie Manor, Scotland



Abernant Lake Hotel, Wales

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