

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: 25-27<sup>th</sup> Nov 11

NAME OF ACCOMMODATION: Swain & Kingsford

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? Generally. Some bits in brochure not quite accurate on site

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? Yes, very. Parents really appreciated this.

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: 1

### SECTION 3: Centre Facilities:

Pupil Accommodation: 1 Teacher Accommodation: 1

Washing & Toilet Facilities: 1 Cleanliness / Hygiene: 1

The Grounds: 2 Catering: 1

Were there any accommodation problems? No

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

Standard of Furnishing? 2

### SECTION 4: Meals

Were the meals of an adequate standard? 1 All meals were fantastic. Brilliant choice and quality.

Was there enough to eat? 1 - Plenty!

Was the food served promptly? 1

Were all dietary requirements catered for? 1 - Did this very well. Liked the pupil carbs and staff always asked children.

How do you rate the packed lunches? N/A

Any other comments? Excellent choice and hotel/vegetarian choices clearly communicated.

### SECTION 5: Centre Staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpful: 1 Professional: 1/2

Which Instructors were motivating / clear / enthusiastic?

Ellie - very clear. Saw some children clear instructions and gave interesting information & games.

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? Blind trail, racing

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?



SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *Organisation of the days and the packed activity schedule which kept children busy*

Which aspect of your stay was least enjoyed? *I don't think there was anything!*

How do you rate the overall product on a value for money basis? *1 (great offer was unbelievable value for money)*

Will you be considering a further visit with Manor Adventure? *Yes 1*

Have you any further general comments which you feel would be useful to us? *Loved how the staff were there immediately on arrival and got children's cases to rooms. Great stay with superb organisation & excellent food!*

Where did you hear of Manor Adventure? *Email was sent to school to arrange meeting of our parents*

What were the reasons for choosing Manor Adventure? *Met with Mike and he sold it to me. Website was better than competitors, price of stay and looking for a new residential venue*

Which centre did you visit last year? *-*

What other visits does your school organise? *To be short residential (looking at France for Y6 children in future)*

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: [Redacted] Name: .....

Address: [Redacted] Address: .....



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# 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