

Château du Broutel

Rue du Marais, 80120 RUE (FR)

Course Report Form

We constantly strive to improve our standards. Your comments are very important to us and will be assessed by our management team. We thank you very much for your honest feedback!

SCHOOL.....

PARTY LEADER:

DATES: 9th to 12th Dec 2022.....

EMAIL

ACCOMMODATION: Château / Ecurie / Normandy (circle as appropriate)

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?..... N/A

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 & product? N/A

How was the Presentation Evening? N/A

How did you rate our pre-visit administration?

UK..... 1(Mandy)

Château..... 1(Marie)

Preview visit to the centre?..... N/A

Please score on the following basis if not making any comment:

1-Excellent

2- Very Good

3- Good

4- Acceptable

5- Poor

Section 2; Arrival

General welcome1.....

Fire drill1.....

Room allocation1.....

Intro talk1.....

Section 3; Centre Facilities

Pupil's accommodation1.....

The grounds1.....

Teacher's accommodation1.....

Teachers lounge1.....

Washing & toilet facilities1.....

Cleanliness/Hygiene1.....

Were there any accommodation problems?

..... No. We had the use of Normandy house
..... which makes a huge, positive difference.
.....

Section 4; Meals

Were the meals of an adequate standard?

..... Yes. Very nice.
.....

Was there enough to eat?

..... Too much! I put on about 3 stone.
.....

What was the most / least enjoyed meal?

Most: Chicken or pizza Least: N/A

Were all dietary requirements catered for?

..... Yes
.....

Please rate the packed lunch meals: 3

Any other comments?

..... It would be ~~is~~ helpful if there were one or
..... two extra ~~is~~ baguettes with the packed lunches,
..... just for those children who inevitably change their
..... minds, forget what they ordered or drop their
..... sandwich in a muddy puddle!

Please score on the following basis if not making any comment:

1-Excellent

2- Very Good

3- Good

4- Acceptable

5- Poor

Section 5; Centre staff & Outdoor Pursuits

How do you rate the Centre Staff / Animators?

Helpfulness...1.....

Professionalism...1.....

Friendliness...1.....

How do you rate the evening activities?

1
.....
.....

What were your pupil's favourite evening activities?

Olympics / Game live
.....

The staff were kind enough to let the children
watch the World Cup in the lounge.

Do you have any suggestions on how we could improve our product or evening activities?

.....
.....
.....

Please score on the following basis if not making any comment:

1-Excellent

2- Very Good

3- Good

4- Acceptable

5- Poor

Section 6; Excursions

Excursion 1: Rue Tour (name excursion)

How well did the excursion fulfil your expectations: 1

Enjoyment students: 1

Enjoyment teachers: 1

Suitability to your group: 1

Comments: Always a pleasure, especially with a mini Christmas market that the kids loved.

Excursion 2: Chocolate factory (name excursion)

How well did the excursion fulfil your expectations:

Enjoyment students: 1

Enjoyment teachers: 1

Suitability to your group: 1

Comments: Superb host. Very entertaining and informative.

Excursion 3: Cow farm (name excursion)

How well did the excursion fulfil your expectations: 3

Enjoyment students: 3

Enjoyment teachers: 3

Suitability to your group: 3

Comments: Lovely lady, but quite expensive for what it was. Not even any cows being milked anymore. Kids loved seeing the animals though.

Please score on the following basis if not making any comment:

1-Excellent

2- Very Good

3- Good

4- Acceptable

5- Poor

Excursion 4: Albert Museum (name excursion)

How well did the excursion fulfil your expectations: 1

Enjoyment students: 1

Enjoyment teachers: 1

Suitability to your group: 1

Comments: A return to form. In May, our museum guide stopped our tour half way through to go and work with a larger party of children who had arrived. This time we had the superb Brigitte and did the full tour and workshop.

Excursion 5: Some Batterfields (name excursion)

Brilliant!

How well did the excursion fulfil your expectations: 1

Enjoyment students: 1

Enjoyment teachers: 1

Suitability to your group: 1

Comments: Always humbling. Our driver was kind enough to let us set the itinerary, and drove us to a couple of places he didn't know.

Excursion 6: Etaples Cemetery (name excursion)

How well did the excursion fulfil your expectations: 1

Enjoyment students: 1

Enjoyment teachers: 1

Suitability to your group: 1

Comments: A calming and thought provoking place to finish, and to lay our wealth

Section 7; Overall Assessment

Which aspect of your stay was most enjoyed? *The snow!*

On a more serious note, we loved everything.

Which aspect of your stay was least satisfactory? *The hassle going through*

customs/passport control. That is Brexit's fault though.

How do you rate the course overall on a value for money basis? *1*

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

Where did you hear of *Manor Adventure*? ~~.....~~ *Via the post!*

What were the reasons for choosing *Manor Adventure*? *Value for money*

and brilliant pre-visit.

Which centre(s) did you visit last year? *⇒ Rue*

What other visits does your school organise? *Y4 and Y6 residential*

camp.

Do you have any further comments which you feel would be useful to us?

*Mandy and Marie were super helpful,
so always. And very patient!*

Section 8; referral

Do you know of any other schools or colleges that may be interested in visiting any of our centres in England, Scotland, Wales or France?

Name:.....

Name:.....

Address:.....

Address:.....

.....

.....

.....

.....

Section 9; Coach Report Form

School name Date of stay 9m - 12m Dec 2022

Drivers name Andrzej Number of seats ?

Please circle as appropriate:

Safety talk received: Yes / No Safety DVD shown: Yes / No

Entertainment: Video / DVD / None Yes, but we didn't use it.

Toilet: Yes / No If yes, was it clean? Yes / No

Correct uniform worn: white company shirt or polo, black trousers, formal shoes: Yes / No

For the next section please enter a score on the following basis

1 – Excellent 2 – Very Good 3 – Good 4 – Acceptable 5 – Poor

Professionalism of the driver:

Friendliness to teachers1..... to children1.....

Attitude/Cooperation during stay1..... State of the coach1.....

Time keeping:

Arrival at school1..... Excursions1.....

Drivers knowledge of visits1.....

Any additional comments:

Driver was excellent. Curteous but firm with the children when necessary. Very patient with staff, especially over time-keeping. Knowledgeable and clearly experienced. A credit to the company.

NB Pink and blue lighting on the coach was a bit extreme! Much better when switched to plain white.