

Château de Warsy

7 Rue du Château, 80500 WARSY (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: 21/10/22 - 24/10/22 EMAIL

ACCOMMODATION: Château / Grange / POD Village (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?..... 1

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 & product?

How was the Presentation Evening?

How did you rate our pre-visit administration?

UK..... 1(Mandy)

France..... 1(Marie)

Preview visit to the centre?.....

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

Section 4; Meals

Were the meals of an adequate standard?

.....More than adequate.....

Was there enough to eat?

.....Yes.....

What was the most / least enjoyed meal?

Most:.....Chicken.....Least:.....

Were all dietary requirements catered for?

.....Yes.....

Please rate the packed lunch meals:.....1.....

Any other comments?

.....Good selection; all

.....catered for.....

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+.....

Which instructor(s) deserve(s) a special mention and for what reason?

- both animators have been very helpful and enthusiastic
- Kitchen staff - friendly and professional
- Manager - excellent

How do you rate the evening activities?

The children really enjoyed both

What were your pupil's favourite evening activities?

Campfire

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

No

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: Hooze Crater..... (name excursion)

How well did the excursion fulfil your expectations: 1.....

Enjoyment students: 1.....

Enjoyment teachers: 1.....

Suitability to your group: 1.....

Comments: We would prefer this visit over in Flanders Fields. Lunch facilities + complimentary drink excellent

Excursion 2: Ypres Battlefields..... (name excursion)

How well did the excursion fulfil your expectations: 1.....

Enjoyment students: 1.....

Enjoyment teachers: 1.....

Suitability to your group: 1.....

Comments: We were able to request specific places to visit

Excursion 3: Captain Cooks..... (name excursion)

How well did the excursion fulfil your expectations: 1.....

Enjoyment students: 1.....

Enjoyment teachers: 1.....

Suitability to your group: 1.....

Comments: Excellent service, we were able to pre-choose meals, very accommodating

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

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

Excursion 4: Some Tour (name excursion)

How well did the excursion fulfil your expectations: 1

Enjoyment students: 1

Enjoyment teachers: 1

Suitability to your group: 1

Comments: Very flexible + informative, Very knowledgeable guide

Excursion 5: 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: Having a guide was very helpful. Education session at the end very good

Excursion 6: (name excursion)

How well did the excursion fulfil your expectations:

Enjoyment students:

Enjoyment teachers:

Suitability to your group:

Comments:

Section 7; Overall Assessment

Which aspect of your stay was most enjoyed? *Staying in the*
Chateaux - safe, all needs catered for

Which aspect of your stay was least satisfactory?

.....

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

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

Where did you hear of *Manor Adventure*? *Previous experience*

What were the reasons for choosing *Manor Adventure*? *Very good experience*
in the past

Which centre(s) did you visit last year? *Wazy (2019)*

What other visits does your school organise?

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

Thank you to all the staff for making
this an excellent experience

.....

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 21/10/22

Drivers name MARRICK MAREK Number of seats

Please circle as appropriate:

Safety talk received: Yes / No

Safety DVD shown: Yes / No

Sat Nav: Yes / No

Coach: Executive / Standard

Entertainment: Video / DVD / None

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 teachers 1+

to children 1

Attitude/Cooperation during stay 1

State of the coach 1

Time keeping:

Arrival at school 1

Excursions 1

Drivers knowledge of visits 1

Any additional comments:

Thank you Marek!