

manor **adventure**

COURSE REPORT FORM

Château de Warsy



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 stay with us!

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: 31/3/23 - 3/4/23 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?..... Yes.

How could we improve our website: www.manoradventure.com?

.....
.....

If you had a visit from one of our School Journey Advisors;

N/A.

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?..... 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 welcome 1	Fire drill 1
Room allocation 1	Intro talk 1

Section 3; Centre Facilities

Pupil's accommodation 1	The grounds 1
Teacher's accommodation 1	Teachers lounge 1
Washing & toilet facilities 2	Cleanliness/Hygiene 1

Were there any accommodation problems?

None - everything was excellent. The staff went above and beyond with the issues we had trying to get here! Then to arrive in such fantastic Centre facilities was a real balm to the soul!!!

Section 4; Meals

Were the meals of an adequate standard?

..... Most definitely!

Was there enough to eat?

..... Yes.

What was the most / least enjoyed meal?

Most: Salmon Least: None

Were all dietary requirements catered for?

..... Yes.

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

Any other comments?

As previous years - excellent! (And one of the main reasons we re-book year upon year)

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?

Too many to mention - but those who came down to Rue to welcome us at 2-30am after that horrendous Crossing/passport control experience deserve a special mention.

How do you rate the evening activities?

1. Pupils LOVED Campfire. Just wish they could have got here on the Friday to experience over activities

What were your pupil's favourite evening activities?

Campfire

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

None.

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: 4 pres (name excursion)

How well did the excursion fulfil your expectations: 1

Enjoyment students: 1

Enjoyment teachers: 1

Suitability to your group: 2 - Some points of tour was a bit too

Comments: long BUT pupils were ~~to~~ tired from the
..... 24hour journey!

Excursion 2: Somme (name excursion)

How well did the excursion fulfil your expectations: 1

Enjoyment students: 1

Enjoyment teachers: 1

Suitability to your group:

Comments: Driver John was brilliant at accomodating
..... my requests for the personal itinerary I created

Excursion 3: Albert Museum (name excursion) for the battlefields
hour

How well did the excursion fulfil your expectations: 1

Enjoyment students: 1

Enjoyment teachers: 1

Suitability to your group:

Comments: As always, the museum was superb!

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

1-Excellent

2- Very Good

3- Good

4- Acceptable

5- Poor

Excursion 4:..... (name excursion)

How well did the excursion fulfil your expectations:

Enjoyment students:

Enjoyment teachers:

Suitability to your group:

Comments:

.....

Excursion 5:..... (name excursion)

How well did the excursion fulfil your expectations:

Enjoyment students:

Enjoyment teachers:

Suitability to your group:

Comments:

.....

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? Johnny and the level he went to get us catered for at Rue and Hans for his team welcoming us.
- Which aspect of your stay was least satisfactory? Not your fault, but obviously P+O / French Border Control. (Nothing to do with Manor Adventure) 1
- How do you rate the course overall on a value for money basis?
- Will you be considering a further visit with Manor Adventure? 1
- Where did you hear of Manor Adventure? UK rep Ian lived close to my HoD in Lancashire
- What were the reasons for choosing Manor Adventure? Value for money, fab food, Quality of accommodation, organising UK + French admin team.
- Which centre(s) did you visit last year? N/A.
- What other visits does your school organise? - New York - Disneyland Paris
- Ski
- Do you have any further comments which you feel would be useful to us?
None - you're brilliant!

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 31/3/23 - 1/4/23

Drivers name John

Number of seats 53

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:

John was BRILLIANT in a very frustrating experience at ~~=====~~ Dover.