

# 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: April 18-21, 2023 ..... 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? Yes .....

How could we improve our website: [www.manoradventure.com](http://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)

Château.....1.....(Marie)

Preview visit to the centre?.....2.....

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 .....2.....

Fire drill .....4..... (teachers could also be briefed

Room allocation .....1.....

Intro talk .....2..... (not loud enough)  
→ Teachers could be included in the tour

## Section 3; Centre Facilities

Pupil's accommodation .....2.....

The grounds .....1.....

Teacher's accommodation .....2.....

Teachers lounge .....1.....

Washing & toilet facilities .....2.....

Cleanliness/Hygiene .....2.....

Were there any accommodation problems?

Yes Doors + toilet + shower drain

## Section 4; Meals

Were the meals of an adequate standard?

Yes

Was there enough to eat?

Yes

What was the most / least enjoyed meal?

Most: Chicken + fries Least: Quiche

Were all dietary requirements catered for?

Yes

Please rate the packed lunch meals: 7

Any other comments?

Cheese in the sandwiches was not great. Chicken was very good

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

.....Carla and Nohia were amazing with the kids 😊.....  
.....  
.....  
.....

How do you rate the evening activities?

.....Excellent!.....  
.....

What were your pupil's favourite evening activities?

.....Disco!.....  
.....

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

.....Everything was great! Thank you!.....  
.....  
.....

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: Narrows Go Ape..... (name excursion)

How well did the excursion fulfil your expectations: 4.....

Enjoyment students: 4.....

Enjoyment teachers: 5.....

Suitability to your group: N/A / 5?.....

Comments: We arrived late (driver missed a turn) + Go Ape staff not

enough in numbers and poor English so intro was the only thing student could do because not enough time.

Excursion 2: Narrows underground city..... (name excursion)

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

Enjoyment students: 1.....

Enjoyment teachers: 1.....

Suitability to your group: 1.....

Comments: Very good and interesting ++ for the audioguide

Excursion 3: Somme Steam Train..... (name excursion)

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

Enjoyment students: 1.....

Enjoyment teachers: 1.....

Suitability to your group: 1.....

Comments: Great fun!

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? Kids were happy. Safe and  
secure environment.

Which aspect of your stay was least satisfactory? Door codes.

How do you rate the course overall on a value for money basis? N/A.

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

Where did you hear of *Manor Adventure*? ISP comes every year.

What were the reasons for choosing *Manor Adventure*? Location and quality of  
the facilities.

Which centre(s) did you visit last year? Worsy

What other visits does your school organise? GY - GS Adventure challenge.

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

Door codes are not very convenient.

## 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 .....

Drivers name ..... Number of seats .....

**Please circle as appropriate:**

Safety talk received: Yes / No

Safety DVD shown: Yes / No

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 .....

to children .....

Attitude/Cooperation during stay .....

State of the coach .....

**Time keeping:**

Arrival at school .....

Excursions .....

Drivers knowledge of visits .....

**Any additional comments:**

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