

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: 13th - 17th February 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?

NA.

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

Did he provide a fair description of our centre & product?

How was the Presentation Evening?

How did you rate our pre-visit administration?

UK.....(Mandy) -fantastic!

Château.....(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 welcome 1..... Fire drill 1.....
Room allocation 1..... Intro talk 1.....

Section 3; Centre Facilities

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

Were there any accommodation problems?

Shower didn't work - but was fixed quickly,
Toilet in 38 - but fixed quickly.
A little too warm in some rooms,

Section 4; Meals

Were the meals of an adequate standard?

Very good.

Was there enough to eat?

Yes!

What was the most / least enjoyed meal?

Most: Veg spag bol / Chicken + rice. Least: Veg

Were all dietary requirements catered for?

(Thus) Gluten free pudding for packed lunch...

Please rate the packed lunch meals: Excellent.

Any other comments?

The food has been really excellent! 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 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?

Alison has been really good at passing on information after activities but all staff have been really friendly.

How do you rate the evening activities?

Excellent - the children have really enjoyed them! (And the staff have enjoyed the fire & refreshments too!)

What were your pupil's favourite evening activities?

Campfire & camouflaging

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

The children really enjoyed them!

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: Market in Etaples (name excursion)

How well did the excursion fulfil your expectations: Very good. Locals very friendly!

Enjoyment students: 2 1

Enjoyment teachers: 2

Suitability to your group: 2

Comments: The best one for the pupils

Excursion 2: Chocolaterie (name excursion)

How well did the excursion fulfil your expectations: Very good.

Enjoyment students: 1

Enjoyment teachers:

Suitability to your group:

Comments: The tour guide was the best

we've had. The children enjoyed this alot!

Excursion 3: Cow farm (name excursion)

How well did the excursion fulfil your expectations: Very good.

Enjoyment students: 3

Enjoyment teachers:

Suitability to your group:

Comments: Enjoyed making butter - would be interested in making bread next year.

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

1-Excellent

2- Very Good

3- Good

4- Acceptable

5- Poor

Excursion 4: WWI / Somme day (name excursion)

How well did the excursion fulfil your expectations: Museum / Monument /

Enjoyment students: 1

Newfoundland!
Loch-Nagar.

Enjoyment teachers: 1/2

Suitability to your group:

Comments: Really engaging day.

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? On site activities + excursions. All really good.

Which aspect of your stay was least satisfactory?

How do you rate the course overall on a value for money basis? 2.

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

Where did you hear of *Manor Adventure*? Regular visitors.

What were the reasons for choosing *Manor Adventure*? Returning guests.

Which centre(s) did you visit last year? COVID (but same venue)

What other visits does your school organise? Local residentials, local city visits.

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

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Section 9; Coach Report Form

School name Date of stay 13th - 17th Feb 2023
Drivers name Trevor Number of seats 39

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 2 to children 2
Attitude/Cooperation during stay 2 State of the coach 2

Time keeping:

Arrival at school 1 Excursions 1
Drivers knowledge of visits 1

Any additional comments:

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