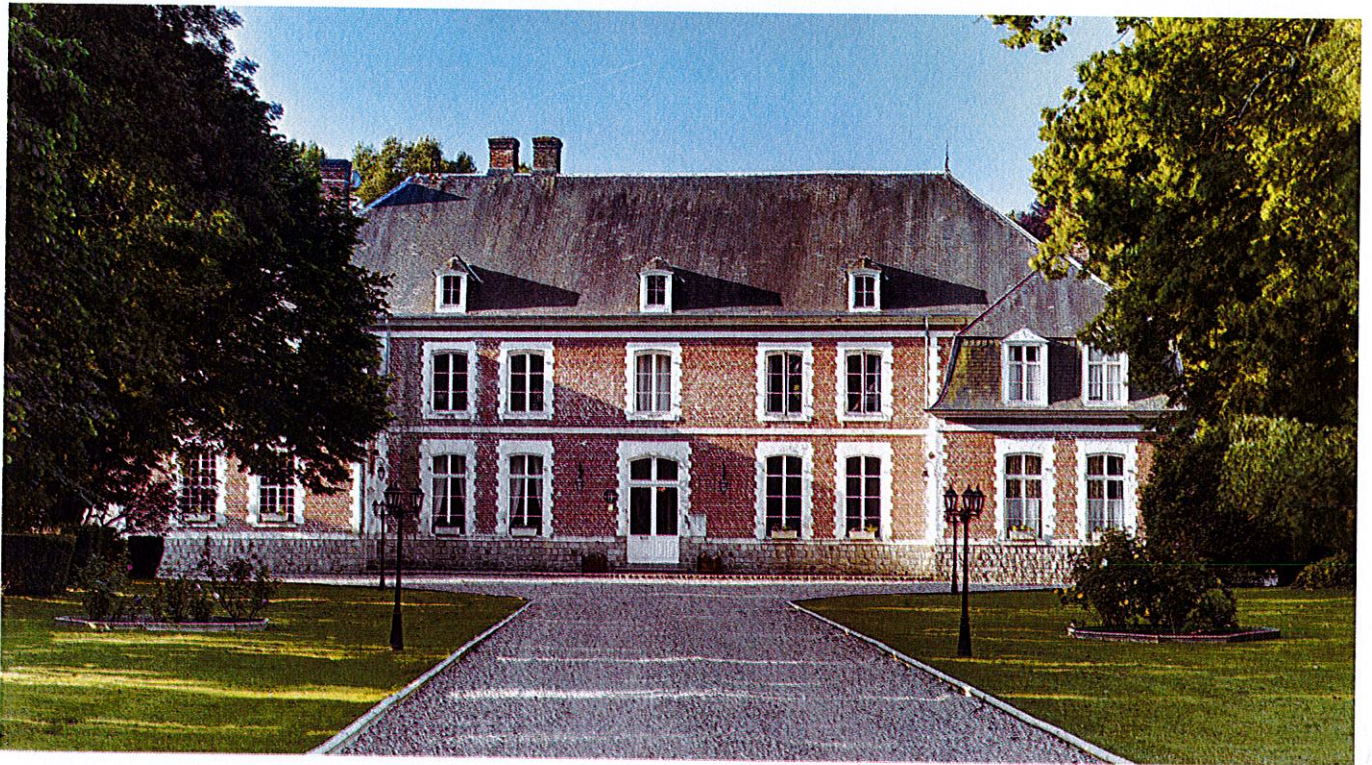


manor adventure
no one does school residential's better!

COURSE REPORT FORM

Château du Broutel



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 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: 14.7 - 17.7 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?

..... NO COMMENT

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..... very good (Mandy)

Château..... very good (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 2.....

Section 3; Centre Facilities

Pupil's accommodation 1.....

The grounds 1.....

Teacher's accommodation 1.....

Teachers lounge 1.....

Washing & toilet facilities 1.....

Cleanliness/Hygiene 1.....

Were there any accommodation problems?

~~Yes~~ Drain blocked in bedroom 2 - fixed straight away.

Section 4; Meals

Were the meals of an adequate standard?

yes

Was there enough to eat?

We feel there could be more breakfast Both in choice and quantity

What was the most / least enjoyed meal?

Most: Everything else Least: Kebabs (Sat).

Were all dietary requirements catered for?

Yes

Please rate the packed lunch meals:

good But please put different style sandwiches in different boxes

Any other comments?

You were outstanding at looking after our pupil with additional needs. 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?

They were all great.

How do you rate the evening activities?

Superb We greatly appreciated the 14th July activities and your flexible short activity when one of the buses arrived late

What were your pupil's favourite evening activities?

14th July olympics -

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

No. It was great!

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: Snail Farm..... (name excursion)

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

Enjoyment students: 1.....

Enjoyment teachers: 1.....

Suitability to your group: 1.....

Comments: Great visit......

Excursion 2: Bakery..... (name excursion)

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

Enjoyment students: 1.....

Enjoyment teachers: 1.....

Suitability to your group: 1.....

Comments: Amazing. They were very flexible with our special needs student......

Excursion 3: Naours caves..... (name excursion)

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

Enjoyment students: 1.....

Enjoyment teachers: 1.....

Suitability to your group: 1.....

Comments: No disabled access or toilet facilities BUT staff were very welcoming. Also the tills were quite slow......

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

1-Excellent

2- Very Good

3- Good

4- Acceptable

5- Poor

Excursion 4: Battle Fields (name excursion)

How well did the excursion fulfil your expectations: Lochnagar

Enjoyment students: 3

Enjoyment teachers: 3

Suitability to your group: 3

Comments: Walkway in very bad repair making access difficult but Thiepval & Newfoundland better
Would be great to have a printout with key info on each site

Excursion 5: Rue market / tour (name excursion)

How well did the excursion fulfil your expectations: 3

Enjoyment students: 1

Enjoyment teachers: 1

Suitability to your group: 1

Comments: We only went to 1 church and had no
tour of Rue at all. The early lunch on the
day made the timings too tight.

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? Snail farm / Bakery

They are so French!

Which aspect of your stay was least satisfactory? Rue tour (see previous remarks)

Timings visits/meals at chateau - allow more time for visits so we are not rushed to get back for meals.

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*? Been coming for 15 years!

What were the reasons for choosing *Manor Adventure*? See above

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

What other visits does your school organise?

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

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 14th - 17th
Drivers name Ken & Chris Number of seats +25 135

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 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

Ken knew loads. Chris is still learning BUT shared what he knew

Any additional comments:

Coach drivers were top class! One of the best experiences we've had with coach drivers