

# 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: 12-16 June 2023 ..... 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](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? ..... N/A

How was the Presentation Evening? ..... N/A

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 ..... (3)

The grounds ..... (2)

Teacher's accommodation ..... (2)

Teachers lounge ..... (2)

Washing & toilet facilities ..... (3)

Cleanliness/Hygiene ..... (3/4)

Were there any accommodation problems?

fitted sheet for children would be more  
hygienic. bedrooms were not clean.

## 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: pasta/chicken wings + chips ..... Least: breakfast yoghurts  
sausages/mash & chicken/rice because  
no sauce.

Were all dietary requirements catered for?

..... yes

Please rate the packed lunch meals: soggy sandwich / not enough cheese. Not big enough  
salami was great. not well packed.

Any other comments?

could save on plastic by using big water bottles  
to refill our water bottles instead of little ones. be more  
eco-friendly?  
⊕ bottle of milk in teachers' lounge instead of  
plastic capsules of milk.  
- More variety for breakfast would be nice, also cooked?  
(eggs, toast, baked beans?)

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... ②

Friendliness... ①

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

~~Acacia:~~

Connor: friendly, relatable, flexible, kind, made it fun, treated us like friends (not kids). He is English.

How do you rate the evening activities?

Scavenger hunt = ⑤ bonny - wrong age group.

petanque / basketball = ③. disco = ②

What were your pupil's favourite evening activities?

free time - football with the other school  
disco.

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

your activity leaders are young and have struggled with keeping discipline. we had to help them a bit.  
Adrien + Lilou → nice

I did not listen well, not understand, very strict.

low ropes: not challenging enough. (no padding on the concrete block by the zip line SAFETY). padding needed around the edges of the tunnel.

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: Musée de la Somme @ Albert (name excursion) ⊕ Thiépvail ⊕ Canadian Memorial

How well did the excursion fulfil your expectations: Excellent

Enjoyment students: 2/3

Enjoyment teachers: 2

Suitability to your group: spot on

Comments: guide @ Thiépvail was brilliant!

Excursion 2: Paris : Tour Eiffel ⊕ Bateau Mouche + Montmartre (name excursion)

How well did the excursion fulfil your expectations: We could not go to Montmartre because we ran out of time

Enjoyment students: 2/3

Enjoyment teachers: 3

Suitability to your group: good

Comments: 3 hrs to go to Paris  
3 hrs @ Eiffel Tower  
1 hr @ river cruise  
no time for Montmartre.  
⇒ Arrangements to be reviewed for next time.

Excursion 3: Montdidier tour + market + supermarket (name excursion)

How well did the excursion fulfil your expectations: flexible (Axelle + Connor)

Enjoyment students: 1

Enjoyment teachers: 2

Suitability to your group: spot on

Comments: as my children needed free time + shopping time.

## Section 7; Overall Assessment

Which aspect of your stay was most enjoyed? football with the other school /

bus ride / bathrooms / ~~snack~~ buying snacks

Which aspect of your stay was least satisfactory? beds are hard / taking photos

every 5 minutes / top of the Eiffel Tower / hot rooms (fans?) / obstacle course in the sun: too hot.

How do you rate the course overall on a value for money basis? quite good

Will you be considering a further visit with Manor Adventure? yes

Where did you hear of Manor Adventure? previous trip to Brontel

What were the reasons for choosing Manor Adventure? .....

good experience

Which centre(s) did you visit last year? none in the last 4 yrs due to COVID.

What other visits does your school organise? a lot of

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

thank you for your hospitality, warm welcome & a great week.

## 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 12-16 June 2023

Drivers name Steve + Phil ..... Number of seats 50+ 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

but only for emergencies

I have not checked.

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 ..... 1 AirCo was freezing @ front of coach but it was hot @ back of coach (sensors were broken apparently).

Time keeping:

Arrival at school ..... 1.....

Excursions 2.....

Drivers knowledge of visits ..... 2.....

return from Paris to Chateau, Steve missed the ~~exit~~ so we lost 20/30min & were very late for dinner @ the end of a very long day is.

Any additional comments:

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