

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?

.....
.....

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..... 2(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 welcome1.....

Fire drill1.....

Room allocation1.....

Intro talk1.....

Section 3; Centre Facilities

Pupil's accommodation2..... The grounds1.....

Teacher's accommodation1..... Teachers lounge2.....

Washing & toilet facilities2..... Cleanliness/Hygiene2.....

Amazing showers!

Were there any accommodation problems?

No issues

Section 4; Meals

Were the meals of an adequate standard? Yes

3

Was there enough to eat?

Yes

What was the most / least enjoyed meal?

Most: Pizza + The meatballs Least: bolognaise

Were all dietary requirements catered for?

Main meals yes; but puddings and breakfast no.

Please rate the packed lunch meals: 2

Any other comments?

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?

Adrian - excellent rapport and engagement
with kids

How do you rate the evening activities?

2

What were your pupil's favourite evening activities?

Enjoyed all of them - team games possibly

least favourite

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

Support staff in case of accidents.

Water based games in hot weather.

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: Batory (name excursion)

How well did the excursion fulfil your expectations: 3

Enjoyment students: 3

Enjoyment teachers: 3

Suitability to your group: 3

Comments: Bit short - wish we had baked our
croissants or bread.

Excursion 2: Albert Museum (name excursion)

How well did the excursion fulfil your expectations: 1

Enjoyment students: 2

Enjoyment teachers: 1

Suitability to your group: 2

Comments: Very glad we had a guide.
Valentine was an excellent guide.

Coach broke
down - 1/2 delay

Excursion 3: Battle fields + Thiepval (name excursion)

How well did the excursion fulfil your expectations: 1

Enjoyment students: 1

Enjoyment teachers: 1

Suitability to your group: 1

Comments: Shame we missed the crater due to
breakdown.

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

1-Excellent

2- Very Good

3- Good

4- Acceptable

5- Poor

Excursion 4: Amiens Market (name excursion)

How well did the excursion fulfil your expectations: 2/3

Enjoyment students: 2

Enjoyment teachers: 4

Suitability to your group: 3

Comments: Market a bit small - not a traditional market.

Excursion 5: Goat Farm (name excursion)

How well did the excursion fulfil your expectations: 1

Enjoyment students: 1

Enjoyment teachers: 1

Suitability to your group: 1

Comments: Really unexpected. - lady was excellent!

Excursion 6: Parc Asterix (name excursion)

How well did the excursion fulfil your expectations: 1

Enjoyment students: 1

Enjoyment teachers: 1

Suitability to your group: 1

Comments: Brilliant.
Didn't realise needed to exchange voucher for tickets.

Section 7; Overall Assessment

Which aspect of your stay was most enjoyed? *Parc Asterix and helpfulness of chateau staff.*

Which aspect of your stay was least satisfactory? *Market + catering for complex dietary requirements*

How do you rate the course overall on a value for money basis? *1*

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

Where did you hear of *Manor Adventure*? *Word of mouth.*

What were the reasons for choosing *Manor Adventure*? *Recommendation*

Which centre(s) did you visit last year? *—*

What other visits does your school organise? *Loads ...*

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

The only thing we struggled with was a lack of WiFi in the pods.

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: <i>Happy to recommend though if asked.</i>

Section 9; Coach Report Form

School name Date of stay 12-16 June

Drivers name Nathan Number of seats 26 passengers

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 Music played via blue tooth.

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:

Dealt very smoothly with breakdown and always helpful + informative. Very flexible!