

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: JS

DATES: 9th - 12th June 10th - 12th June 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? Yes

How could we improve our website: www.manoradventure.com?

..... N/A

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..... Good(Mandy)

France.....(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 *Excellent* Fire drill *Excellent*
Room allocation *Excellent* Intro talk *Excellent*

Section 3; Centre Facilities

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

Were there any accommodation problems?

A very short power cut only.

Section 4; Meals

Were the meals of an adequate standard?

Yes - lovely

Was there enough to eat?

Yes

What was the most / least enjoyed meal?

Most: *Pizza / salmon* Least: *Lasagne / meatballs*

Were all dietary requirements catered for?

Yes thank you

Please rate the packed lunch meals: *Lovely*

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... Ex

Professionalism... Ex

Friendliness... Ex

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

Axle - very firm, clear with the children. The children responded well to her

How do you rate the evening activities?

The children enjoyed them

What were your pupil's favourite evening activities?

N/A

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

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: Chocolate factory (name excursion)

How well did the excursion fulfil your expectations: Ex

Enjoyment students: Ex

Enjoyment teachers: Ex

Suitability to your group: Perfect

Comments:

Excursion 2: Market (name excursion)

How well did the excursion fulfil your expectations: Ex

Enjoyment students: Ex

Enjoyment teachers: Ex

Suitability to your group: Ex

Comments: They loved this visit

Excursion 3: Castle Pierrefonds (name excursion)

How well did the excursion fulfil your expectations: Good

Enjoyment students: Good

Enjoyment teachers: Very Good

Suitability to your group: V. Good

Comments: It is beautiful but a guided some sort would help.

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

1-Excellent

2- Very Good

3- Good

4- Acceptable

5- Poor

Excursion 4: Go Ape (name excursion)

How well did the excursion fulfil your expectations: Brilliant!

Enjoyment students: Ex

Enjoyment teachers: Ex

Suitability to your group: Ex

Comments: This was very successful.

Excursion 5: Cookie Factory (name excursion)

How well did the excursion fulfil your expectations: Fabulous

Enjoyment students: Ex

Enjoyment teachers: Ex

Suitability to your group: Great!

Comments: Fabulous demo - yummy
cookies!

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? *The children loved*

being back at the chateau - free time

Which aspect of your stay was least satisfactory? *Nothing*

How do you rate the course overall on a value for money basis? *At the moment -*

too expensive for our families

Will you be considering a further visit with *Manor Adventure*? *Yes but in the UK*

Where did you hear of *Manor Adventure*?

What were the reasons for choosing *Manor Adventure*? *Organisation/*

at the end of a phase

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

What other visits does your school organise? *Sayers Croft*

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

None - Thank you

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 9-12 June
Jamie 16-19th
Drivers name Chris Number of 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
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 ... Ex to children ... Ex
Attitude/Cooperation during stay ... Ex State of the coach ... Ex

Time keeping:

Arrival at school Excursions ... Ex
Drivers knowledge of visits ... Ex

Any additional comments:

Thank you Chris and Jamie -
very friendly, helpful and
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