

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: 12-16 Feb. 2024

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?.....

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

.....
.....

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.....1.....(Mandy)

Château.....1.....(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 1

The grounds 1

Teacher's accommodation 1

Teachers lounge 1

Washing & toilet facilities 1

Cleanliness/Hygiene 1

Were there any accommodation problems?

.....
.....

Section 4; Meals

Were the meals of an adequate standard?

..... 2

Was there enough to eat?

..... 1

What was the most / least enjoyed meal?

Most: tartiflette Least: sausage & mash

Were all dietary requirements catered for?

..... yes

Please rate the packed lunch meals:

..... 1

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 / Instructors?

Helpfulness.....1.....

Professionalism.....1.....

Friendliness.....1.....

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

We can't choose as they have all been amazing!

How do you rate the outdoor pursuits?

1

How do you rate the outdoor pursuit equipment?

1

What were your pupil's favourite outdoor pursuits?

obstacle course

Are there any new outdoor pursuits you would like *Manor Adventure* to offer?

Do you have any suggestions on how we could improve our product or outdoor pursuits?

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, beach, choc factory (name excursion)

How well did the excursion fulfil your expectations: it was brilliant.

Enjoyment students: 1

Enjoyment teachers: 1

Suitability to your group: 1

Comments: visiting Le Touquet beach was a great idea - it is definitely something we'd do again.

Excursion 2: Cow farm (name excursion)

How well did the excursion fulfil your expectations: 1

Enjoyment students: 1

Enjoyment teachers: 1

Suitability to your group: 1

Comments: This was a great trip - the children learnt lots from it.

Excursion 3: Jammes museum & battlefields (name excursion)

How well did the excursion fulfil your expectations: 1

Enjoyment students: 1

Enjoyment teachers: 1

Suitability to your group: 1

Comments:

.....

Section 7; Overall Assessment

Which aspect of your stay was most enjoyed? We have loved it all!

Which aspect of your stay was least satisfactory? We especially like the fact that the staff take the children for parts of the stay.

..... Nothing

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

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

Where did you hear of *Manor Adventure*? We have visited for many years.

What were the reasons for choosing *Manor Adventure*?

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

What other visits does your school organise? UK city break

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 12-16 Feb 2024
Drivers name Jaimie Thomas Number of seats 48

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

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 2

Any additional comments:

Jaimie has been a brilliant driver -
very flexible and amenable