

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: 12-16th Feb.....

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 -> needed more*

detail / clarification from mandy.
How could we improve our website: www.manoradventure.com?

*more photos - more information;
detail info about food would
be useful.*

If you had a visit from one of our School Journey Advisors;

Did he provide a fair description of our centre & product?

How was the Presentation Evening?

How did you rate our pre-visit administration?

UK..... (Mandy)

Château..... (Marie)

Preview visit to the centre?.....

*Bit of both -
mainly Mandy.*

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? → would be helpful to have an adult room downstairs
N/A → with young children it was tricky having adults upstairs and children downstairs - but that can't be helped

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: spaghetti bol // burger Least: sausage

Were all dietary requirements catered for?

poor replacement dessert / breakfast options for dairy free.

Please rate the packed lunch meals: 1 - Excellent

Any other comments?

Bread to be @ end by salad

50 children can choose

AM IF having packed lunches

on 2 separate days - our packed lunch choices were the same and children wanted different options

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?

our group were looked after by:
- Leon - fantastic } professional, helpful,
- Sofia } fantastic info,
- Guillaume } flexible when we
- Bastien } wanted to change plans.

How do you rate the outdoor pursuits?

2

How do you rate the outdoor pursuit equipment?

What were your pupil's favourite outdoor pursuits?

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?

Didn't take part in outdoor pursuits.

Evening activity → children feedback was to do the evening activities before dinner. Adults agree.

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: *Staples market* (name excursion)

How well did the excursion fulfil your expectations: *3*

Enjoyment students: *2*

Enjoyment teachers: *3*

Suitability to your group: *3*

Comments: *would have been nicer to go to a traditional food market - out of season*

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: *really good, informative, interactive, would definitely do again*

Excursion 3: *Rue tour* (name excursion)

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

Enjoyment students: *1*

Enjoyment teachers: *1*

Suitability to your group: *1*

Comments: *we would prefer this on day 1. Really interesting + full of history.*

Excursion 4: Chocolate factory.

1 overall.

- Brilliant! Lovely experience all round and very good tour guide.

Excursion 5: Sweet shop and beach.

1 - Amazing - children and adults favourite day yet!!

Brilliant sweet shop, the family were great. This was the only day spent without centre staff - thankfully a member of our staff speaks some french. But those at the sweet shop spoke no english, therefore it would have been helpful to have a centre member with us!

But overall - fantastic!!!

The beach was beautiful, we walked down to watch the seals! Amazing.

Section 7; Overall Assessment

Which aspect of your stay was most enjoyed? *The whole experience!*
from start - finish, fantastic!

Which aspect of your stay was least satisfactory?
N/A.

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

Will you be considering a further visit with Manor Adventure? *yes! Already booked*

Where did you hear of Manor Adventure? *google*

What were the reasons for choosing Manor Adventure? *limited companies*
offering what we were looking for.

Which centre(s) did you visit last year? *~~was~~ culmington manor*

What other visits does your school organise? *culmington, Burwardsly,*
Robin wood

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

would be useful to have the
centre staff with you on each
excursion

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 12-16th Feb 24

Drivers name Martin Number of seats 45

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 2

Drivers knowledge of visits 3

Any additional comments:

Very good - especially considering
this was Martin's first trip
to the Chateau - he did lots of
research + communicated with us
all the time! 10/10.