

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: [REDACTED]

PARTY LEADER: [REDACTED]

DATES: 29 April - 3 May 2019

EMAIL: [REDACTED]

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? 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)

Château 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

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Fire drill

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Room allocation

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Intro talk

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Section 3; Centre Facilities

Pupil's accommodation

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The grounds

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Teacher's accommodation

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Teachers lounge

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Washing & toilet facilities

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Cleanliness/Hygiene

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Were there any accommodation problems?

None. However, we moved chairs into the hallway in Norway - you may wish to leave them or find something more suitable.

Section 4; Meals

Were the meals of an adequate standard?

Adequate - yes.

Was there enough to eat?

Yes. Last night was a little short.

What was the most / least enjoyed meal?

Most: Chicken + chips

Least: some of the veg. options (in particular the shepherd's pie)

Were all dietary requirements catered for?

Yes.

Please rate the packed lunch meals:

1

Any other comments?

Nice - but being able to pre-order fillings would ensure every child has what they want.

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?

Matt ✓ - } V. Good.
Maia ✓ - } Delt with children well.
Luke ✓ - } V Good + fun

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 / Urban trail - they enjoyed fencing + archery.

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

High Ropes (?)

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

No.

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: Amies (name excursion)

How well did the excursion fulfil your expectations: 1

Enjoyment students: 1

Enjoyment teachers: 1

Suitability to your group: ✓

Comments: Cancelled not very well

Excursion 2: Good Farm (name excursion)

How well did the excursion fulfil your expectations: 2

Enjoyment students: 1

Enjoyment teachers: 1

Suitability to your group: ✓

Comments: Shame this one did not offer to sell

some cheese

Excursion 3: Rattlefields (name excursion)

How well did the excursion fulfil your expectations: 1

Enjoyment students: 1

Enjoyment teachers: 1

Suitability to your group: ✓

Comments: Need to have a longer day - early

breakfast

Section 7; Overall Assessment

Which aspect of your stay was most enjoyed? *The activities + excursions that suited us.*

Which aspect of your stay was least satisfactory? *Food not as good as Worsy. (Not bad!)*

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

Will you be considering a further visit with *Manor Adventure*? *1*

Where did you hear of *Manor Adventure*? *3rd Year (2 at Worsy)*

What were the reasons for choosing *Manor Adventure*? *Able to create our own trip that was tailor made.*

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

What other visits does your school organise? *PGL / York.*

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

Worsy provided bread + cheese for the evening for staff.

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 [REDACTED] Date of stay 29 April - 3 May 2019
Drivers name Mark 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

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:

Mark has been so helpful and accommodating.
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