

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: 8/4 - 12/4 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? *Yes*

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

all ok

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

Did he provide a fair description of our centre & product? *No - he over sold the facilities*

How was the Presentation Evening? *Good 3*

How did you rate our pre-visit administration?

UK.....*1*.....(Mandy)

Château.....*4*.....(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 welcome4.....	Fire drill
Room allocation	Intro talk

Section 3; Centre Facilities

Pupil's accommodation3.....	The grounds2.....
Teacher's accommodation3.....	Teachers lounge2.....
Washing & toilet facilities3.....	Cleanliness/Hygiene2.....

- 4 for children - not enough.

Were there any accommodation problems?

.....Bugs in one room.....

Section 4; Meals

Were the meals of an adequate standard?

.....5.....

Was there enough to eat?

.....5.....

What was the most / least enjoyed meal?

Food was poor overall. Lack of care and attention - not nutritious.

600

Most: ~~All veg pie/veg pate~~

Least: ~~.....~~

Were all dietary requirements catered for?

.....NO - 33 Halal meals required - only one.....

Please rate the packed lunch meals:

.....2 every with frozen halal kebab.....

Any other comments?

.....Please consider all dietary requirements.....

- more salad/veg required to accompany meals.

- serving staff - very miserable.

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.....2

Professionalism.....2

Friendliness.....2

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

.....We didn't use many instructors
.....The chaps who towed RUC were fab!
.....
.....

How do you rate the outdoor pursuits?

.....N/A

How do you rate the outdoor pursuit equipment?

.....N/A

What were your pupil's favourite outdoor pursuits?

.....N/A

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

.....N/A

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

.....If some children aren't going for there
.....maybe evening activity could involve them

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: Etapes Market (name excursion)

How well did the excursion fulfil your expectations: 3

Enjoyment students: 3

Enjoyment teachers: 4

Suitability to your group: 4

Comments: Rainy day so children not happy

Excursion 2: Rue walk (name excursion)

How well did the excursion fulfil your expectations: 3

Enjoyment students: 3

Enjoyment teachers: 3

Suitability to your group: 3

Comments: Lovely to hear some history of Rue

- Hot chocolate was far too expensive. ^{Supermarket} sweet

Excursion 3: Berk Beach (name excursion)

stop would be better

How well did the excursion fulfil your expectations: 1

Enjoyment students: 1

Enjoyment teachers: 1

Suitability to your group: 1

Comments: lovely beach - kite festival was a

bonus

PIO

Section 7; Overall Assessment

Which aspect of your stay was most enjoyed? *The Sonne & Beach*

Which aspect of your stay was least satisfactory? *Sweet Factory*

How do you rate the course overall on a value for money basis? *3*

Will you be considering a further visit with Manor Adventure? *If food improves*

Where did you hear of Manor Adventure? *Local school*

What were the reasons for choosing Manor Adventure? *Recommendation from local school*

Which centre(s) did you visit last year? *N/A - Robinwood/Buckden*

What other visits does your school organise? *Many residentials in UK & local visits*

Do you have any further comments which you feel would be useful to us? *Despite the food, everything else has been fabulous*

Thank you for all the support beforehand - Mandy was amazing.

Please take into consideration the experience of staff visiting - more tour guides may be needed.

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: *Barkerend Primary Academy* Name: *Hugh Groggs Primary Aca*

Address: *Bradford* Address: *Bradford*

Section 9; Coach Report Form

School name [redacted] Date of stay 8-4-19 - 12-4-19

Drivers name Paul Number of seats 49

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 2

to children 1

Attitude/Cooperation during stay 1

State of the coach 3

Time keeping:

Arrival at school 1

Excursions 1

Drivers knowledge of visits 1

1st trip
- The same
4 - others.

Any additional comments:

Thanks to Paul - he was patient, welcoming & very good. He advised me and kept in touch whilst we were on excursions.