

# 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: 7<sup>th</sup> - 11<sup>th</sup> 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](http://www.manoradventure.com)?

Was difficult to access Risk Assessments -  
otherwise good

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)    very efficient, but some pricing  
Château 2 (Marie)    - incorrect! scheduling tour  
Preview visit to the centre? n/a - completed last year.

on a bank holiday was not ideal!

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 5 1

Teacher's accommodation 5 1

Teachers lounge 5 1

Washing & toilet facilities 5 1

Cleanliness/Hygiene 3 4 - cat pee!

Were there any accommodation problems?

Small of cat pee outside rooms 32 + 33;  
faulty shower head in room 31  
Blown light bulbs (side lamps) in 38.

## Section 4; Meals

Were the meals of an adequate standard?

Mostly - we felt the standard was better  
last year.

Was there enough to eat?

Yes - plenty

What was the most / least enjoyed meal?

Most: Laksa + pork Least: Fish - no flavour.

Were all dietary requirements catered for?

Could be more gluten-free options.

Please rate the packed lunch meals: 3 4

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... ~~5~~ 1

Professionalism... ~~5~~ 1

Friendliness... ~~5~~ 1

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

Sarah - lovely / organised.

Jack A - excellent at raft building

Gael - good fun at camp fire.

All we came into contact with were lovely.

How do you rate the outdoor pursuits?

Really fun, despite cold. ~~5~~ 1

How do you rate the outdoor pursuit equipment?

~~5~~ 1

What were your pupil's favourite outdoor pursuits?

Water-based activities + Scavenger hunt.

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

Zorbing / human table football / <sup>giant</sup> mechano

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

We would quite like the option of a cycling day /  $\frac{1}{2}$  day to discover countryside.

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: Rue Tour (name excursion)

How well did the excursion fulfil your expectations: 5

Enjoyment students: 4-5

Enjoyment teachers: 5

Suitability to your group: ~~5~~ 4

Comments: The 'stories' are too childish + lacking in interest; they did not hold their attention. We think a quiz to find places in Rue / names in French etc would have been more fun + engaging.

Excursion 2: Bakery (name excursion)

How well did the excursion fulfil your expectations: 2

Enjoyment students: 1

Enjoyment teachers: 2

Suitability to your group: 1

Comments: Very original.

Excursion 3: Wheat Farm (name excursion)

How well did the excursion fulfil your expectations: .....

Enjoyment students: 1

Enjoyment teachers: 1

Suitability to your group: 1

Comments: a little bit lacking in communication at times, but great activities, especially corn dollies - a hand made souvenir to take home.

## Section 7; Overall Assessment

Which aspect of your stay was most enjoyed? Water activities / wheat + goat farm + hortillonnages in Amiens.

Which aspect of your stay was least satisfactory? Rue tour - could be improved.

How do you rate the course overall on a value for money basis? 3 - some activities work out quite expensive.

Will you be considering a further visit with Manor Adventure? Think so.

Where did you hear of Manor Adventure? Research + sister GDST schools.

What were the reasons for choosing Manor Adventure? Wanted a change /

better communication from an administrative point of view + better standard of accommodation.

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

What other visits does your school organise? UK visits - PGL - Weymouth + a farm in yr 4.

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

There were quite a few overights in terms of accuracy of bookings / prices.

- Price quoted for boat trip was for adolescents, not the rate for primary school children.

## Section 8; referral

- Price for goat farm was incorrect.

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: .....

\* research into the activities chosen on a bank holiday and what w/ visit closed. We went into Rue to buy postcards / groups etc - and everything was closed! Not well-planned.

→ This needs to be more thorough + robust for budgeting purposes. There also needs to be accurate research into places that do (and do not) accept credit cards, as this is quite arbitrary. Also better \*

## Section 9; Coach Report Form

School name ... [REDACTED] ... Date of stay ... 7<sup>th</sup> - 11<sup>th</sup> May 2019 ...

Drivers name ... Mark ... Number of seats ... 56 ?

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:

Excellent - outstanding Well done -  
Thank you!