

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: 1-5 July 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? Yes

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

looks great - easy to use.

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 welcome1.....

Fire drill1.....

Room allocation1.....

Intro talk1.....

Section 3; Centre Facilities

Pupil's accommodation1.....

The grounds1.....

Teacher's accommodation1.....

Teachers lounge1.....

Washing & toilet facilities1.....

Cleanliness/Hygiene1.....

Were there any accommodation problems?

No

Section 4; Meals

Were the meals of an adequate standard?

1

Was there enough to eat?

1

What was the most / least enjoyed meal?

Most: chicken + chips Least: All good.

Were all dietary requirements catered for?

Yes

Please rate the packed lunch meals: 2.

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?

Danniel - M - re-arranged our timetable!
Sarah - very friendly
~~James~~ All instructors were great!

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?

Zip line / Lake - stand up paddle board

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

None.....

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

No - all works well.....

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: Chocolate Factory (name excursion)

How well did the excursion fulfil your expectations: 2

Enjoyment students: 1

Enjoyment teachers: 2

Suitability to your group: 1

Comments: could be cheaper as children spend a fortune in the shop!

Excursion 2: Feather Farm (name excursion)

How well did the excursion fulfil your expectations: 1

Enjoyment students: 1

Enjoyment teachers: 1

Suitability to your group: 1

Comments: Great - hands on - self-contained, needs a French speaker though!

Excursion 3: Rue (name excursion)

How well did the excursion fulfil your expectations: 1

Enjoyment students: 1

Enjoyment teachers: 1

Suitability to your group: 1

Comments: Really enjoyed the visit - staff were great!

Section 7; Overall Assessment

Which aspect of your stay was most enjoyed? Really enjoyed staying in the chateau itself / very well run / All was brilliant

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

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

Will you be considering a further visit with *Manor Adventure*? Yes (my 12th visit!)

Where did you hear of *Manor Adventure*? Been coming for 16 years.

What were the reasons for choosing *Manor Adventure*? Quality of facilities / Mandy is brilliant / staff + activities are great.

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

What other visits does your school organise? PGL / SK: course in French Alps.

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

We had a fantastic visit again. The organisation at all levels was great as was the facilities and instructor. - Thank you so much.

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: [REDACTED] Name:

Address: [REDACTED] Address:

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Section 9; Coach Report Form

School name ... [REDACTED] Date of stay ... 1-5 July 2019
Drivers name ... Mark Number of seats ... 36

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 - DVD did not work which was disappointing.

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 2

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:

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