

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: 10-14 June 19

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? 2

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

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

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

How was the Presentation Evening?

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 (1)

Fire drill (2)

Room allocation (2)

Intro talk (1)

Section 3; Centre Facilities

Pupil's accommodation (2)

The grounds (1)

Teacher's accommodation (2)

Teachers lounge (1)

Washing & toilet facilities (2)

Cleanliness/Hygiene (1)

Were there any accommodation problems?

None

Section 4; Meals

Were the meals of an adequate standard?

Yes - thank you, but not as good as previous years

Was there enough to eat?

Plenty

What was the most / least enjoyed meal?

Most: Least:

Were all dietary requirements catered for?

Yes

Please rate the packed lunch meals: (3)

Any other comments?

No alternative biscuits or crisps for gluten and nut free

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?

Matty - helpful, positive and point of contact. Thoughtful for water based activity and fear.
Kieran & Maria forgot the Tracking element of 'Tracking and Camouflage'

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?

Paddle boarding, water staking

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

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

.....

.....

Matty - was also heroic in delivering a few RUC bars in the pouring rain
Sarah dried all our clothes (twice) which was a massive help
Kieran's nerves whilst paddle boarding unsettled the children.

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: Beattofield (name excursion)

How well did the excursion fulfil your expectations: 1

Enjoyment students: 1

Enjoyment teachers: 1

Suitability to your group: 1

Comments: An incredible day

Excursion 2: Snail Farm (name excursion)

How well did the excursion fulfil your expectations: 1

Enjoyment students: 1

Enjoyment teachers: 1

Suitability to your group: 1

Comments:

Excursion 3: (name excursion)

How well did the excursion fulfil your expectations:

Enjoyment students:

Enjoyment teachers:

Suitability to your group:

Comments:

Section 7; Overall Assessment

Which aspect of your stay was most enjoyed?

Which aspect of your stay was least satisfactory? Scavenger Hunt

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

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

Where did you hear of *Manor Adventure*? Internet

What were the reasons for choosing *Manor Adventure*? Better quality

than Pish

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

What other visits does your school organise?

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

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 ...10-14 Sept 19.....

Drivers name Andrzej 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

to children

Attitude/Cooperation during stay

State of the coach

Time keeping:

Arrival at school

Excursions

Drivers knowledge of visits

Any additional comments:

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