

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: S [REDACTED]

DATES: 14th - 17th June

EMAIL: [REDACTED]

ACCOMMODATION: Château / Ecurie / Normandy (circle as appropriate)

Ecurie

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?

Sorry, not visited as we know we want to come here every year 😊!

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

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? Took place prior to first visit 10 years ago.

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 accommodation2.....

The grounds2.....

Teacher's accommodation2.....

Teachers lounge2.....

Washing & toilet facilities2.....

Cleanliness/Hygiene2.....

Were there any accommodation problems?

Window opening and blinds continue to cause issues.

Section 4; Meals

Were the meals of an adequate standard?

.....No.....

Was there enough to eat?

.....If you liked it - it was very limited.....

What was the most / least enjoyed meal?

Most:None..... Least:all of them.....

Were all dietary requirements catered for?

.....Yes.....

Please rate the packed lunch meals:...../.....

Any other comments?

Compared to previous visits it was just not of the same standard. There was so little choice - lack of potatoes, rice or anything to add to the meat P.T.O

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?

Ali JB, Brad, Curtis, Georgia, Alex
Sara, Tasha - they have all
been lovely with the children

How do you rate the outdoor pursuits?

2

How do you rate the outdoor pursuit equipment?

2

What were your pupil's favourite outdoor pursuits?

They all liked different things

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

'Go Ape' type thing - high ropes

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

Just timings so that the children
aren't waiting around.

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 N/A

Excursion 1:..... (name excursion)

How well did the excursion fulfil your expectations:

Enjoyment students:

Enjoyment teachers:

Suitability to your group:

Comments:

.....

Excursion 2:..... (name excursion)

How well did the excursion fulfil your expectations:

Enjoyment students:

Enjoyment teachers:

Suitability to your group:

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? Just being together
and enjoying seeing children go outside
their comfort zone

Which aspect of your stay was least satisfactory?
Food

How do you rate the course overall on a value for money basis? 2

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

Where did you hear of *Manor Adventure*? Through a French exchange

What were the reasons for choosing *Manor Adventure*? We love coming

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

What other visits does your school organise? Many - day trips
and a residential to London

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

The children we have brought this year
have had extra needs and the
instructors have been patient and
encouraged the children to achieve

Section 8; referral above and beyond.

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:

.....
.....

.....
.....

Section 9; Coach Report Form

School name [REDACTED] Date of stay 14th - 17th June
Drivers name Phil, [REDACTED] Number of seats Double decker

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 - no DVD's on board

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 3

to children 3

Attitude/Cooperation during stay 2

State of the coach 1

Time keeping:

Arrival at school 1

Excursions /

Drivers knowledge of visits /

Any additional comments:

We missed 'Ken!'