

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: 17/6/19 -> 21/6/19 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? Don't use - several previous trips

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

As above

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.....(Mandy) } v good
Château.....(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?

Room 33 would benefit from curtains - exposed in showers

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: Pork/veg Least: Fish

Were all dietary requirements catered for?

.....Yes.....

Please rate the packed lunch meals:1/2.....

Any other comments?

.....Could children pre-order? Overwhelming preference

.....for ham every year. Poss choice of fruit?

* An urn rather than a kettle at breakfast would be good.
Children were sent out once before staff had eaten - could be a potential supervision problem.

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?

Staff on lake esp good with SEN children. All very helpful.

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?

Lake

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

Boules on an evening?

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

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: Market / Beach (name excursion)

How well did the excursion fulfil your expectations: 1

Enjoyment students: 1

Enjoyment teachers: 1

Suitability to your group: Very

Comments:

Excursion 2: Euro Disney (name excursion)

How well did the excursion fulfil your expectations: 1

Enjoyment students: 1

Enjoyment teachers: 1

Suitability to your group: Very

Comments:

Excursion 3: Shail Farm / Chocolate Factory (name excursion)

How well did the excursion fulfil your expectations: 1

Enjoyment students: 1

Enjoyment teachers: 1

Suitability to your group: 1 Very

Comments: Both excursions improved since last year - especially presentation at chocolate factory.

Section 7; Overall Assessment

Which aspect of your stay was most enjoyed? Being in Chateau is much safer/ more suitable for the type of children (with additional needs) we bring. As a result, we feel children are better safeguarded.

Which aspect of your stay was least satisfactory? Scheduling of lake in morning - water not as warm as pms - long time for children in the water.

How do you rate the course overall on a value for money basis? Expensive due to small group supplement.

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

Where did you hear of Manor Adventure? Previous visitor.

What were the reasons for choosing Manor Adventure? Previous visitor - quality of staff accommodation, confidence in company, easier to travel to than previous French residential (L'Beaumont)

Which centre(s) did you visit last year? Chat. du Bratel / Robinwood

What other visits does your school organise? 4 Robinwood, Todmorden

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?

no.

Name:..... Name:.....

Address:..... Address:.....

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Section 9; Coach Report Form

School name [REDACTED] Date of stay 17/06/19
Drivers name Geoff Number of seats ?

Please circle as appropriate:

Safety talk received: Yes / No *- brief one* Safety DVD shown: Yes / No
Sat Nav: Yes / No Coach: Executive / Standard
Entertainment: Video / DVD / None *didn't use*
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

Time keeping:

Arrival at school *1* Excursions *2*
Drivers knowledge of visits *4*

Any additional comments:

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