

# 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: St. Mary's

PARTY LEADER: Mr. + Mrs. [unclear]

DATES: 13/5/19 - 17/5/19

EMAIL: [unclear]

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? We used the website

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

Not a lot of info particularly as we used online that from all sections - we 'picked & chose'

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

Did he provide a fair description of our centre & product? Yes - in regards to Manor Ad.

How was the Presentation Evening? Good

How did you rate our pre-visit administration?

UK Excellent (Mandy)

Château Excellent (Marie)

Preview visit to the centre? Excellent!

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 Excellent Fire drill 1 Excellent  
Room allocation 1 Excellent Intro talk 1 Excellent

## Section 3; Centre Facilities

Broken door/radiator  
Pupil's accommodation 2 The grounds 1  
Teacher's accommodation 1 Teachers lounge 1  
Washing & toilet facilities 1 Cleanliness/Hygiene 1

Were there any accommodation problems?

1 room had broken door & radiator - but fixed quickly

## Section 4; Meals

420

Were the meals of an adequate standard?

Yes - very nice - maybe more salad bar available

Was there enough to eat?

Yes

What was the most / least enjoyed meal?

Most: chicken & potato dauphinoise Least: fruit cake / rum baba

Were all dietary requirements catered for?

Yes

Please rate the packed lunch meals: haven't had yet

Any other comments?

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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 / Keon / Sam / Ali / George  
In fact all instructors have been personable,  
professional and friendly.

How do you rate the outdoor pursuits?

① Excellent

How do you rate the outdoor pursuit equipment?

① Excellent

What were your pupil's favourite outdoor pursuits?

Crate Staking / Campfire

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

N/A

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

Indoor space for wet weather

\* We really appreciated Hans accompanying us to the  
Med. Centre / hospital.

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: A bit expensive for what we got.

Enjoyment students: 4

Enjoyment teachers: 4

Suitability to your group: 4

Comments: Quite expensive for what it was Staff friendly  
but wouldn't do it again - Would go to Chocolate  
Shop in village next time.

Excursion 2: Tour of Rue (name excursion)

How well did the excursion fulfil your expectations: Excellent - Great guides! (children  
enjoyed)

Enjoyment students: ①

Enjoyment teachers: ①

Suitability to your group: ①

Comments: Great guides, informative & fun Great activities  
and good price of tour

Excursion 3: Battlefields (name excursion)

How well did the excursion fulfil your expectations: Good

Enjoyment students: 2

Enjoyment teachers: 2

Suitability to your group: 2/3

Comments: maybe should have allowed more time.

## Section 7; Overall Assessment

Which aspect of your stay was most enjoyed? *Environment - Very friendly*  
*pleasant place to be - homey*

Which aspect of your stay was least satisfactory? *Nothing*

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

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

Where did you hear of Manor Adventure? *Recommendation - St Michael - Swanage*

What were the reasons for choosing Manor Adventure? *They came highly*  
*recommended - A location*

Which centre(s) did you visit last year? *PGL - Osmington*

What other visits does your school organise? *PGL Osmington (Yr 5)*  
*Home Farm (Yr 4)*

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

## 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 *St. Mary's* ..... Date of stay *13/5/19 - 17/5/19* .....  
Drivers name *Brent* ..... Number of seats *50 (ish)* .....

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 - *music*

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:

*Very friendly, helpful. He has been very informative*