

# Château de Warsy

7 Rue du Château, 80500 WARSY (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: ..... PARTY LEADER: .....

DATES: 4/11/19 - 8/11/19 ..... EMAIL: .....

ACCOMMODATION: Château / Grange / POD Village (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?..... 1

How could we improve our website: [www.manoradventure.com](http://www.manoradventure.com)

.....  
.....

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.....(Caroline)

Château.....(Emilie)

Preview visit to the centre?.....

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 .....1.....

Room allocation .....1.....

Intro talk .....1.....

## Section 3; Centre Facilities

Pupil's accommodation .....1..... The grounds .....2.....

Teacher's accommodation .....1..... Teachers lounge .....2.....

Washing & toilet facilities .....3..... Cleanliness/Hygiene .....2.....

Were there any accommodation problems?

The pods could have more hooks for hanging coats. One of the Adult showers has a tendency to flood. More lights for the path to the pods.

## Section 4; Meals

Were the meals of an adequate standard?

Yes - they were fabulous.

Was there enough to eat?

Definitely.

What was the most / least enjoyed meal?

Most: Pizza - but hard to tell. Least: -

Were all dietary requirements catered for?

Yes

Please rate the packed lunch meals: Very good.

Any other comments?

No complaints from any children - which is amazing in itself - The teachers wanted to stay longer for the food.

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?

Beth, Grace, Eb & Tristan have all made  
our stay particularly enjoyable. Thank you so  
much.

How do you rate the outdoor pursuits?

Excellent

How do you rate the outdoor pursuit equipment?

Very good.

What were your pupil's favourite outdoor pursuits?

Paddle boarding

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

—

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

.....

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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 6; Excursions

Excursion 1: Chocolate Factory (name excursion)

How well did the excursion fulfil your expectations: 3

Enjoyment students: 2

Enjoyment teachers: 3

Suitability to your group: 2

Comments: Quite brief but overall enjoyable.

Excursion 2: Montdidier (name excursion)

How well did the excursion fulfil your expectations: 2

Enjoyment students: 2

Enjoyment teachers: 2

Suitability to your group: 2

Comments: Knowledge of guides made it enjoyable for the children

Excursion 3: Disneyland Paris (name excursion)

How well did the excursion fulfil your expectations: 1

Enjoyment students: 1

Enjoyment teachers: 1

Suitability to your group: 1

Comments: An excellent trip.

## Section 7; Overall Assessment

Which aspect of your stay was most enjoyed? It has to be Disneyland

Which aspect of your stay was least satisfactory? Lighting on the road to the Pods

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

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

Where did you hear of *Manor Adventure*? Have used Manor Adventure before.

What were the reasons for choosing *Manor Adventure*? Good value. Good previous experiences with Manor Adventure.

Which centre(s) did you visit last year? Norfolk Lakes

What other visits does your school organise? Numerous but this is our only residential

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:.....

.....  
.....

## Section 9; Coach Report Form

School name ..... [REDACTED] ..... Date of stay ..... 4/11/19 - 8/11/19 .....

Drivers name ..... Wayne ..... 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

Correct Uniform Worn: White company shirt or polo, black trousers, formal shoes:  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:

Wayne was excellent and contributed hugely to our visit with his ~~prof~~ professionalism and friendliness