

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: J

PARTY LEADER:

DATES:.....

17-20th Feb

EMAIL:

2020

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?.....

Yes - but could be

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

even more Promoted
as Chateau is
way better!

More pictures / videos

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

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

Yes

How was the Presentation Evening?

Good

How did you rate our pre-visit administration?

UK.....*Fab*.....(Caroline)

Château.....*GREAT!*.....(Emilie)

Preview visit to the centre?.....

Thank You!

Please score on the following basis if not making any comment:

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4- Acceptable

5- Poor

Section 2 Arrival

General welcome1.....

Fire drill1.....

Room allocation1.....

Intro talk2.....

Bit rushed for kids due to dinner
1 → for teachers excellent.

Section 3 Centre Facilities

Pupil's accommodation2.....

The grounds1.....

Teacher's accommodation2.....

Teachers lounge2.....

Washing & toilet facilitiesN/A.....

Cleanliness/Hygiene1.....

Were there any accommodation problems?

Lamp bulbs gone in Room 2 +
Mirrors in bedroom for teachers would
be preferable.

Section 4 Meals

Were the meals of an adequate standard?

More than adequate - loved the food.

Was there enough to eat?

Always

What was the most / least enjoyed meal?

Most: All were excellent Least: no complaints

Were all dietary requirements catered for?

Yes

Please rate the packed lunch meals:

very good.

Any other comments?

Kitchen staff were
all so friendly - What a
great team!

Please score on the following basis if not making any comment:

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3- Good

4- Acceptable

5- Poor

Section 5 Centre staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpfulness...../.....

Professionalism...../.....

Friendliness...../.....

Which instructor(s) deserve(s) a special mention and for what reason?

Reth was a fantastic tour guide + provided so much info - felt all staff brought something unique and awesome to the experience.

How do you rate the outdoor pursuits?

Fencing wasn't a huge hit!

How do you rate the outdoor pursuit equipment?

But everything was fantastically well organised.

What were your pupil's favourite outdoor pursuits?

Archery / Low Ropes / Blind Trail

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

Can't think of any!

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

.....
.....

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1-Excellent

2- Very Good

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Section 6 Excursions

Excursion 1: Chocolate Factory (Name excursion)

How well did the excursion fulfil your expectations: Was a good tour

Enjoyment students: 3 but chocolate was too expensive for

Enjoyment teachers: 3 kids to buy.

Suitability to your group: 3 Lovely guy - but was a little out of the way

Comments: too.

Wouldn't go again

Excursion 2: Paris (Name excursion)

How well did the excursion fulfil your expectations: 2

Enjoyment students: 2

Enjoyment teachers: 2

Suitability to your group: 2

Comments: River Cruise was NOT organised particularly

without a voucher or clear instructions given. Long queue created an inconvenience for the boat and other passengers.

Excursion 3: Amiens (Name excursion)

How well did the excursion fulfil your expectations: 2

Enjoyment students: 2

Enjoyment teachers: 2

Suitability to your group: 2

Comments: Fantastic for speaking French - Great little market - little disappointed with amount of stalls but its February - so understandable.

Would have loved a cathedral as market was small

Section 7 Overall Assessment

- Which aspect of your stay was most enjoyed? Food, Facilities
and location and welcome of staff
- Which aspect of your stay was least satisfactory? The care and thought is fantastic
We have been spoilt and thoroughly enjoyed it all!
- How do you rate the course overall on a value for money basis? 1
- Will you be considering a further visit with Manor Adventure? Yes
- Where did you hear of Manor Adventure? Brochure posted to me
- What were the reasons for choosing Manor Adventure? Looked established and trustworthy
- Which centre(s) did you visit last year? /
- What other visits does your school organise? Ski trip
- Do you have any further comments which you feel would be useful to us?
Childrens bathroom needs soap
Shelves needed in bathrooms
Mirror in bedrooms - teachers

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 Date of stay
Drivers name Steve 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 /

Driver's knowledge of visits 2

Any additional comments:

Need to factor in toilet stops
for long day trips - more
knowledge of public toilets!