

# 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: 6th - 9th March 2020 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)

..... (1)

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

Did he provide a fair description of our centre & product? ..... Yes (1)

How was the Presentation Evening? ..... (1)

How did you rate our pre-visit administration?

UK..... (1) ..... (Caroline) ✓

Château..... (1) ..... (Emilie)

Preview visit to the centre? .....

Mandy (2) ← not as much dealing with Mandy as Caroline was 1st contact

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

1

Teacher's accommodation

1

Teachers lounge

1

Washing & toilet facilities

1

Cleanliness/Hygiene

1

Were there any accommodation problems?

(Children's) Bugs in 1 room on arrival (Room)  
Blocked toilet (Class 5)  
Bum sorted quickly.

## 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: Pizza / Chicken / Kebab Least: All great.

Were all dietary requirements catered for?

1. yes!

Please rate the packed lunch meals:

2

- Bread not as crisp as last year  
and slightly smaller in portions

Any other comments?

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. - very helpful & friendly

All deserve a mention

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?

Obstacle Course seemed to go well

All enjoyable

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?

Access to drinking water for children would be good, as bathroom water was not nice apparently.

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: Restaurant Le Touquet (Name excursion)

How well did the excursion fulfil your expectations: 1

Enjoyment students: 1

Enjoyment teachers: 1

Suitability to your group: 1

Comments: Food was excellent and service too.

Excursion 2: The Same (Name excursion)

How well did the excursion fulfil your expectations: 1

Enjoyment students: 5

Enjoyment teachers: 5

Suitability to your group: 1

Comments: Tour guide was very informative.

Excursion 3: Paris (Name excursion)

How well did the excursion fulfil your expectations: 1

Enjoyment students: 1

Enjoyment teachers: 1

Suitability to your group: 1

Comments: .....

## Section 7 Overall Assessment

Which aspect of your stay was most enjoyed? .....

Day trip to Paris

Which aspect of your stay was least satisfactory? .....

\* Some children don't enjoy 'camp fire

(1)

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

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

Where did you hear of *Manor Adventure*? ..... Stayed before

What were the reasons for choosing *Manor Adventure*? ..... Location and

Helpfulness of staff

Which centre(s) did you visit last year? ..... Wassy

What other visits does your school organise? ..... Ski Trips

Switzerland / Italy (Belgium)

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

\* Some children needed the toilet but instructor wouldn't let them go, so they were desperate and so didn't enjoy activity.

Maybe for future, it would be useful to mention toilet before activity starts.

## 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 ..... Date of stay ..... 6th - 9th March  
Drivers name ..... Wayne ..... Number of seats ..... 58 ?

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 ..... 2

to children ..... 2

Attitude/Cooperation during stay ..... 3

State of the coach ..... 2

Time keeping:

Arrival at school ..... 1

Excursions ..... 1

Driver's knowledge of visits ..... 1

Any additional comments:

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