

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: 10 - 14 July 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?..... YES

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

.....
.....

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

N/A.

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

How was the Presentation Evening?

How did you rate our pre-visit administration?

UK.....(Mandy) Excellent
France.....(Marie) Excellent
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 welcome

Fire drill

Room allocation

Intro talk

Section 3; Centre Facilities

Pupil's accommodation

5

The grounds

5

Teacher's accommodation

5

Teachers lounge

5

Washing & toilet facilities

5

Cleanliness/Hygiene

5

Were there any accommodation problems?

NO

Section 4; Meals

Were the meals of an adequate standard?

YES

Was there enough to eat?

YES

What was the most / least enjoyed meal?

Most: Salmon / Pizza

Least: Spag. Bol.

Were all dietary requirements catered for?

Yes.

Please rate the packed lunch meals:

2

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 / Animators?

Helpfulness..... 5 1 Professionalism..... 5 1 Friendliness..... 5 1

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

Daniel and Sam - playing
football after activities with pupils
keel - campfire.

How do you rate the evening activities?

2 4

What were your pupil's favourite evening activities?

Multi activity
Quite warm for a camp fire

Do you have any suggestions on how we could improve our product or evening activities?

.....
.....
.....

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: Samme (name excursion)

How well did the excursion fulfil your expectations: 1

Enjoyment students:

Enjoyment teachers:

Suitability to your group:

Comments:

Excursion 2: Paris (name excursion)

How well did the excursion fulfil your expectations: 2

Enjoyment students: 1

Enjoyment teachers: 1

Suitability to your group: 1

Comments: Ran smoothly. Always a rush but to be expected.

Excursion 3: Parc Astérix (name excursion)

How well did the excursion fulfil your expectations: 1

Enjoyment students: 1

Enjoyment teachers: 1

Suitability to your group: 1

Comments: Ideal for school groups

Section 7; Overall Assessment

Which aspect of your stay was most enjoyed? *An excellent stay*

Which aspect of your stay was least satisfactory?

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*? *Word of mouth*

What were the reasons for choosing *Manor Adventure*? *Recommendation*

at the chateaux.

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

What other visits does your school organise? *Spain*

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

Bus too small. 49 seater bus for 48 people. One seat out of action on one journey due to faulty air con. Thank goodness none have been sick so far!

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 10-14

Drivers name Steve Number of seats 49

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

No idea
- did not use

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:

Bus too small - 48 people 49 seater bus

One seat out of action on outward journey
due to leaking air con