

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: 9-6-23 → 12-6-23 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?

A map showing where individual pods are located would be helpful when coaches are split between villages.

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

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

How was the Presentation Evening? N/A

How did you rate our pre-visit administration?

UK..... Excellent (Mandy)

Château..... Excellent (Marie)

Preview visit to the centre?..... N/A

} Both super helpful and prompt to respond to queries.

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 welcome1.....

Fire drill1.....

Room allocation1.....

Intro talk1.....

Friendly and very welcoming.
Staff were eager to see that we were happy.

Section 3; Centre Facilities

Pupil's accommodation1.....

The grounds1.....

Teacher's accommodation1.....

Teachers lounge1.....

Washing & toilet facilities1.....

Cleanliness/Hygiene1.....

Were there any accommodation problems?

No, apart from a leaking outside tap which was noted

Section 4; Meals

Were the meals of an adequate standard?

.....YES.....

Was there enough to eat?

.....YES - very decent portions.....

What was the most / least enjoyed meal?

Most: PIZZA night Least: None.....

Were all dietary requirements catered for?

.....Yes - brilliantly.....

Please rate the packed lunch meals:.....Excellent.....

Any other comments?

Food was perfect for the students - they were very positive about it.

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?

N/A.
.....
.....
.....
.....

How do you rate the outdoor pursuits?

N/A.
.....

How do you rate the outdoor pursuit equipment?

N/A.
.....

What were your pupil's favourite outdoor pursuits?

N/A.
.....

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?

.....
.....

Section 7; Overall Assessment

Which aspect of your stay was most enjoyed? *Pod villages, green spaces for pupils to play in, meals.*

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 - booked 2024.*

Where did you hear of *Manor Adventure*? *Web search.*

What were the reasons for choosing *Manor Adventure*? *Location, availability, value for money.*

Which centre(s) did you visit last year?

What other visits does your school organise?

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

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

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 9.6.23 - 12.6.23

Drivers name (Pegasus) Number of seats 61

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 4

Excursions 1

Drivers knowledge of visits 1

Any additional comments:

The correct pick up point was not communicated to Clive (not from Shropes) so this delayed our departure slightly.