

# 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: 2-5th May 2023 ..... 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](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? N/A .....

How was the Presentation Evening? N/A .....

How did you rate our pre-visit administration?

UK Very good ..... (Mandy)

France Very good ..... (Marie)

Preview visit to the centre? ✓ excellent .....

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	..... <u>✓excellent</u> .....	Fire drill	..... <u>1</u> .....
Room allocation	..... <u>1</u> .....	Intro talk	..... <u>1</u> .....

## Section 3; Centre Facilities

Pupil's accommodation	..... <u>2</u> .....	The grounds	..... <u>1</u> .....
Teacher's accommodation	..... <u>1/2</u> .....	Teachers lounge	..... <u>1</u> .....
Washing & toilet facilities	..... <u>1</u> .....	Cleanliness/Hygiene	..... <u>1</u> .....

Were there any accommodation problems?

.....None.....  
.....

## Section 4; Meals

Were the meals of an adequate standard?

.....Excellent choice of a very high standard.....

Was there enough to eat?

.....Yes - plenty. Great the kids could have seconds......

What was the most / least enjoyed meal?

Most:.....Pizza & chips.....Least:.....Maybe sausage.....

Were all dietary requirements catered for?

.....Yes.....

Please rate the packed lunch meals:.....Excellent - great choice and variety.....

Any other comments?

.....Would be helpful to do sandwich orders before arrival.....

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...1.....

Professionalism...1.....

Friendliness...1.....

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

All great - kitchen staff amazing, animators friendly and lovely with the children.

How do you rate the evening activities?

Very good - children engaged and enjoyed. A good amount of time to keep them occupied.

What were your pupil's favourite evening activities?

We think they liked them all - we sadly couldn't do all due to a delay on our first day.

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

Select sandwiches before arrival on a tick sheet - quite complicated.

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: Nausicaa (name excursion)

How well did the excursion fulfil your expectations: Good

Enjoyment students: 2

Enjoyment teachers: 2

Suitability to your group: 1

Comments: We would need longer here next time we think- to fully enjoy the centre

Excursion 2: Amiens market + cathedral (name excursion)

How well did the excursion fulfil your expectations: 2

Enjoyment students: 2

Enjoyment teachers: 2

Suitability to your group: 2

Comments: The children really appreciated the cathedral and enjoyed the market.

Excursion 3: Goat Farm (name excursion)  
Emalin

How well did the excursion fulfil your expectations: 1

Enjoyment students: 1

Enjoyment teachers: 1

Suitability to your group: 1

Comments: Fantastic! Amazing farm and activities- so much fun and information.

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

1-Excellent

2- Very Good

3- Good

4- Acceptable

5- Poor

Excursion 4: Battlefields (name excursion)

Museum + tour

How well did the excursion fulfil your expectations: 1

Enjoyment students: 1

Enjoyment teachers: 1

Suitability to your group: 1

Comments: Allan was a fantastic tour guide

so informative and enthusiastic.

Excursion 5: (name excursion)

How well did the excursion fulfil your expectations:

Enjoyment students:

Enjoyment teachers:

Suitability to your group:

Comments:

Excursion 6: (name excursion)

How well did the excursion fulfil your expectations:

Enjoyment students:

Enjoyment teachers:

Suitability to your group:

Comments:

## Section 7; Overall Assessment

Which aspect of your stay was most enjoyed? Most popular were

Somme museum<sup>and</sup> the goat farm. We loved the Chateau and were so happy here.

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

Coach palava - quite disruptive to our first day and delayed our itinerary.

How do you rate the course overall on a value for money basis? We are satisfied this trip was enjoyable but all mindful it was an expensive trip for the children.

Will you be considering a further visit with Manor Adventure? Yes - already booked

Where did you hear of Manor Adventure? ~~Manor~~ Murchingham School

What were the reasons for choosing Manor Adventure? Choice of activities, location and staff

Which centre(s) did you visit last year? N/A

What other visits does your school organise? Ironbridge, Marchant's hill PGL, Upton Court.

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

Wifi very poor - no signal at Crange. Availability of indoor space hasn't been a concern due to our luck with the weather, however we could see how this might be a problem.

## 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: Sutton Valence Prep

Name: .....

Address: Church Rd, Chart  
Sutton,  
ME17 3RF

Address: .....

## Section 9; Coach Report Form

School name Claremont Fan Court School Date of stay 2-5<sup>th</sup> May

Drivers name Greg 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

*but didn't use*

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 5

Excursions 1

Drivers knowledge of visits 1

Any additional comments:

The journey out wasn't as expected and had an impact on our ~~journey~~ ~~itinerary~~. We understand this was due to a vehicle breakdown and really appreciate the efforts made to rectify the situation for the return journey.