

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: 8 - 12 May '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? 1

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

haven't used it in a long while. Your social media interactivity could be much higher. We post @ you but there's never a response. Good marketing opportunity?

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..... 2(Mandy)

France..... Don't know(Marie)

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 welcome1.....	Fire drill2.....
Room allocation2.....	Intro talk2.....

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. how the pods. The neighbours were
..... even quieter this year!
.....

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 + Chips* Least: *Bouillabaisse / Toulon sunny night*

Were all dietary requirements catered for?

..... 1
(more waste we noticed)

Please rate the packed lunch meals:

..... 3

Any other comments?

..... They do what they have to do.
.....

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...2.....

Friendliness...1.....

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

The children loved Arianne

How do you rate the evening activities?

Average. We are working on a new model/refresh.

What were your pupil's favourite evening activities?

Campfire

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

Bring back the watersports + other more risky 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: *Somme (self directed)* (name excursion)

How well did the excursion fulfil your expectations:

Enjoyment students: *1*

Enjoyment teachers: *1*

Suitability to your group: *1*

Comments: *Driver less helpful / knowledgeable than most other years*

Excursion 2: *Annon self directed* (name excursion)

How well did the excursion fulfil your expectations: *1*

Enjoyment students: *1*

Enjoyment teachers: *1*

Suitability to your group: *1*

Comments: *like the new coach park arrangements.*

Excursion 3: *Paris (self directed)* (name excursion)

How well did the excursion fulfil your expectations:

Enjoyment students: *1*

Enjoyment teachers: *1*

Suitability to your group: *1*

Comments: *We felt misled this year but as we do it ourselves.*

Section 7; Overall Assessment

Which aspect of your stay was most enjoyed? *Johnny as Centre manager*
..... *is outstanding. look after him.*

Which aspect of your stay was least satisfactory?
..... *Only minor unsteadiness*

How do you rate the course overall on a value for money basis? *3 and we are*
..... *improving it.*

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

Where did you hear of Manor Adventure? *A market in 2012*

What were the reasons for choosing Manor Adventure? *treated as an individual*
..... *(but don't like the small school supplement this is unfair*
..... *to smaller schools who have less money anyway!)*

Which centre(s) did you visit last year? *Norfolk Lakes x 2 year groups*

What other visits does your school organise? *Wrens x 1 " "*

..... *N/A*

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

..... *Dinner cloths would be helpful.*
..... *B.*

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:..... *Sorely!* Name:.....

Address:..... Address:.....

.....

.....

.....

.....

Section 9; Coach Report Form

School name Date of stay

Drivers name *Jurck (?)* Number of seats *N/K - we used 25.*

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 *close nil to.*

Toilet: Yes / No *only in emergencies we were told.* If yes, was it clean? Yes / No *believe so.*

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 *3* to children *3*

Attitude/Cooperation during stay State of the coach *3*

Time keeping:

Arrival at school *1 very early* Excursions *1*

Drivers knowledge of visits *4*

Any additional comments:

Jurck's driving style made travelling uncomfortable. Stop/start, too fast for comfort on country roads, over steer into bends, sharp maneuvers in overtaking. We felt quite sick - staff included!