

# 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: 8/5/23 - 12/5/23 ..... 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](http://www.manoradventure.com)?

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

If you had a visit from one of our School Journey Advisors; N/A many years ago.....

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.....1.....(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 welcome ..... 1

Fire drill ..... 1

Room allocation ..... 1

Intro talk ..... 1

## Section 3; Centre Facilities

Pupil's accommodation ..... 2

The grounds ..... 1

Teacher's accommodation ..... 1

Teachers lounge ..... 2

Washing & toilet facilities ..... 1

Cleanliness/Hygiene ..... 1

Were there any accommodation problems?

Some ants were in one pod (a lot), ~~Connor~~ Connor helped very quickly.

## Section 4; Meals

Were the meals of an adequate standard?

2 - Some children ~~could~~ wanted a little more on some days.

Was there enough to eat?

What was the most / least enjoyed meal?

Most: They liked a lot of them Least: Children weren't mad about sausages but staff loved them.

Were all dietary requirements catered for?

We have quite a few Kosher students, would be good if Halal was also confirmed as Kosher.

Please rate the packed lunch meals: 2

Any other comments?

We had a couple of sandwich issues but Johnny sorted.

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?

Connor was great with kids and very quick to help around the pods.

How do you rate the evening activities?

Very flexible to our requirements.

What were your pupil's favourite evening activities?

Campfire

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

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 6; Excursions

Excursion 1: Goat Farm (name excursion)

How well did the excursion fulfil your expectations: Really informative and interactive Lovely staff

Enjoyment students: 2

Enjoyment teachers: 1

Suitability to your group: 1

Comments: If we had no French speaking staff it may be tricky. Could have some English script help.

Excursion 2: Albert Museum (name excursion)

How well did the excursion fulfil your expectations: 1

Enjoyment students: 2

Enjoyment teachers: 2

Suitability to your group: 1

Comments: The are often talking about things that the ones at the back ~~can~~ haven't seen yet.

Excursion 3: Battlefield (name excursion)

How well did the excursion fulfil your expectations: ~~The~~ Canadian (Beaumont Hamel) is great.

Enjoyment students: .....

Enjoyment teachers: .....

Suitability to your group: .....

Comments: Self ran / no guide. Good video from Greg on the bus.



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

1-Excellent

2- Very Good

3- Good

4- Acceptable

5- Poor

Excursion 4: Market (name excursion)

How well did the excursion fulfil your expectations: Perfect, what we want for

Enjoyment students: 1

Enjoyment teachers: 1

Suitability to your group: 1

Comments: Only ~~the~~ negative was weather. Made it hard  
to find somewhere to have lunch

Excursion 5: chocolate (name excursion)

How well did the excursion fulfil your expectations: Exciting for children, something new

Enjoyment students: 1

Enjoyment teachers: 1

Suitability to your group: 1

Comments: They need some more change in the  
hill. Our kids will all buy so could  
do with more stock, particularly smaller stuff

Excursion 6: Pork Asterix (name excursion)

How well did the excursion fulfil your expectations: beyond

Enjoyment students: 1

Enjoyment teachers: 1

Suitability to your group: 1

Comments: Happy now been there we will be able  
to be more efficient. Could do with a better  
map

## Section 7; Overall Assessment

Which aspect of your stay was most enjoyed? ..... Welcome staff and relaxed  
atmosphere. Staff work so hard.

Which aspect of your stay was least satisfactory? ..... Nothing

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

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

Where did you hear of *Manor Adventure*? ..... We've been before

What were the reasons for choosing *Manor Adventure*? ..... Great stay previously

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

What other visits does your school organise? ..... Flatford Mill as a residential in  
Year 5

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

Had a great stay again

## 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 ..... 8/5/23 - 12/5/23

Drivers name ..... Greg ..... Number of seats ..... 60+ .....

**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 *used for trip*

?

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 ..... 1 .....

Excursions ..... 1 .....

Drivers knowledge of visits ..... 1 .....

**Any additional comments:**

We would love to have Greg and this  
coach again