

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 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?

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

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If you had a visit from one of our School Journey Advisors; We didn't have a visit but we did have a pre-sales chat.
Did he provide a fair description of our centre & product? Yes, thorough.

How was the Presentation Evening? N/A.

How did you rate our pre-visit administration?

UK 5 stars (Mandy)

France 4 stars (Marie)

Preview visit to the centre? N/A

to our programme which had to be adjusted on site.

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

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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	1.....	The grounds	1.....	- stunning! - loved the honesty bar, comfy sofas, terrace. All perfect!
Teacher's accommodation	1.....	Teachers lounge	1.....	
Washing & toilet facilities	1.....	Cleanliness/Hygiene	1.....	

Excellent all round

Were there any accommodation problems?

None.....

Section 4; Meals

Were the meals of an adequate standard?

Yes. A good variety and to children's taste

Was there enough to eat?

Yes,

What was the most / least enjoyed meal?

Most: Salmon (teachers) Least: Breakfast was fab!

Were all dietary requirements catered for?

Yes, generally

Please rate the packed lunch meals:

Average. There is room for improvement here. Personally I would have liked a real crusty baguette rather than the soft bread. Another tastier sweet item too. ~~Breads offered were a little dull.~~

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? *Very good.*

Helpfulness.....*2*

Professionalism.....*2*

Friendliness.....*2*

Axelle & Oriane.

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

Both girls were kind, patient, friendly and fun. They worked hard to give the girls a fun time.

How do you rate the evening activities?

Good. Campfire was great fun.

Dodge ball too.

What were your pupil's favourite (evening) activities?

Blind Trail.

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

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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: Amiens (name excursion)

It worked out in the end but we missed the market as
How well did the excursion fulfil your expectations: we were late. Also we

were late for Miam Miams cafe & the owner was
Enjoyment students: 2 CROSS

Enjoyment teachers: 2

Suitability to your group: 3

Comments: We loved the cafe experience, the cathedral is v. impressive but the shopping would be better if it included a proper souvenir shop rather than chain stores.

Excursion 2: Chocolate factory (name excursion)

How well did the excursion fulfil your expectations: An excellent activity, we all really enjoyed this.

Enjoyment students: 5 1

Enjoyment teachers: 5 1

Suitability to your group: 1

Comments: The only thing which spoiled our visit was arriving at the factory & seeing our guide smoking a cigarette wearing a filthy T-shirt. This was not professional.

Excursion 3: Battlefields (name excursion)

How well did the excursion fulfil your expectations: Superb!

Enjoyment students: 1

Enjoyment teachers: 1

Suitability to your group: 1

Comments: Alain was a brilliant guide.

We would like to request him for next year please.

They have looked clean & smart & be there to greet us. I know what time we were arriving and he should have been there to greet us.

Section 7; Overall Assessment

Which aspect of your stay was most enjoyed?

Which aspect of your stay was least satisfactory?

Timings for breakfast & this is really the only niggle & appreciate v. difficult to manage. We were late one day (other big schools still in there)

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

Will you be considering a further visit with Manor Adventure? Yes we have booked for next year.

Where did you hear of Manor Adventure? Research & previous visit many years ago (to Broutel)

What were the reasons for choosing Manor Adventure? French Immersion, exclusive use of chateau, good reviews.

Which centre(s) did you visit last year? Warsy for 2024 we would like to include a day trip to Paris.

What other visits does your school organise?

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

Johnny is an absolute star and did everything in his power to help us. He is an asset to the company. What a lovely man.

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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which impacted on Miami Miami Cole

Section 9; Coach Report Form

School name Date of stay 8-12th May 2023
Drivers name Trevor 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

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 3

to children 3

Attitude/Cooperation during stay 3

State of the coach 1

Time keeping:

Arrival at school 4 *

Excursions 1

Drivers knowledge of visits 3

Any additional comments:

* Our original coach had a mechanical failure causing a delay of 90 mins to our school. But everything was handled extremely well by James Sharpe who organised a large better coach as a replacement. We still managed to stick to our schedule and so everything turned out fine. I was impressed with the problem solving skills.