

# 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: Tues 9th - Fri 12th May 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)?

..... Risk assessment and a few documents were sent to me  
..... upon request but this could be available on  
..... the teacher's area of the website

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

Did he provide a fair description of our centre & product? ..... Yes.....

How was the Presentation Evening? ..... Very helpful.....

How did you rate our pre-visit administration?

UK..... 1.....(Mandy)

France..... 1.....(Marie)

Preview visit to the centre?..... 1.....

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 ..... 2

Room allocation ..... 2

Intro talk ..... 2

## Section 3; Centre Facilities

Pupil's accommodation ..... 1

The grounds ..... 1

Teacher's accommodation ..... 1

Teachers lounge ..... 2

Washing & toilet facilities ..... 1

Cleanliness/Hygiene ..... 1

Were there any accommodation problems?

No problems - it all worked but a bigger area for the children to be in with the parents would have been useful

## Section 4; Meals

Were the meals of an adequate standard?

Yes - a basic salad area would be good

Was there enough to eat?

Yes

What was the most / least enjoyed meal?

Most: pizza / ice cream night ..... Least: chicken / sausage evening

Were all dietary requirements catered for?

Yes

Please rate the packed lunch meals: ..... 1

Any other comments?

.....  
.....

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?

Two - amazingly helpful, great with the children, kind to staff and children

How do you rate the evening activities?

1 - we thought the chateau olympics and campfire were particularly good compared to the scavenger hunt.

What were your pupil's favourite evening activities?

→ Chateau Olympics  
Campfire

Do you have any suggestions on how we could improve our product or evening 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: Étapes (name excursion)

How well did the excursion fulfil your expectations: 1

Enjoyment students: 2

Enjoyment teachers: 2

Suitability to your group: 2

Comments: This was a stop on way to accommodation  
on day of travel

Excursion 2: Le Touquet (name excursion)

How well did the excursion fulfil your expectations: 1

Enjoyment students: 1

Enjoyment teachers: 1

Suitability to your group: 1

Comments: This was a stop on way to the  
accommodation on day of travel

Excursion 3: Compiègne market (name excursion)

How well did the excursion fulfil your expectations: 4

Enjoyment students: 4

Enjoyment teachers: 4

Suitability to your group: 4

Comments: There weren't many stalls and quite limited  
choice, however this could have been due to  
the weather

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

1-Excellent

2- Very Good

3- Good

4- Acceptable

5- Poor

Excursion 4: Chateau-Compegne..... (name excursion)

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

Enjoyment students: .....2.....

Enjoyment teachers: .....1.....

Suitability to your group: .....3.....

Comments: We were very grateful to be allowed in despite no reservation (due to the rain). A great visit

Excursion 5: Goat farm..... (name excursion)

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

Enjoyment students: .....1.....

Enjoyment teachers: .....1.....

Suitability to your group: .....1.....

Comments: So engaging - interactive and very enjoyable for the children. They learnt a lot too.

Excursion 6: Caves..... (name excursion)

How well did the excursion fulfil your expectations: .....2.....

Enjoyment students: .....2.....

Enjoyment teachers: .....2.....

Suitability to your group: .....2.....

Comments: Very good although a couple of audio tours did not work (were set to the wrong language which was a slight setback

## Section 7; Overall Assessment

Which aspect of your stay was most enjoyed? ..... Excursions / Accommodation

Which aspect of your stay was least satisfactory? ..... 2 rainy days which was

unfortunate as this impacted our market experience / stops on day 1

How do you rate the course overall on a value for money basis? ..... 1

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

Where did you hear of *Manor Adventure*? ..... Alderham Prep

What were the reasons for choosing *Manor Adventure*? ..... Alderham Prep another school in the Foundation visited last year

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

What other visits does your school organise? ..... Bushcraft / Bunwell House / PGL

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

N/A

## 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? N/A

Name:.....

Name:.....

Address:.....

Address:.....

# Section 9; Coach Report Form

School name ..... Date of stay ..... *9<sup>th</sup> - 12<sup>th</sup> May*

Drivers name ..... *Steve* ..... Number of seats ..... *40+* .....

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 ..... *1*

Excursions ..... *1*

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

Any additional comments:

*Steve was truly excellent and contributing to a fantastic few days away. Steve was calm, accommodating, flexible and a good tour guide during the drives. He also gave some very helpful advice and recommendations such as Compiègne chateau.*