

manor adventure
no one does school residentials' better!

COURSE REPORT FORM

Château de Warsy



Your views are very important to us. We would greatly appreciate five minutes of your time to complete and return this form to reception prior to your departure.

We hope you have enjoyed your stay with us!

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: 25 - 29th Sept 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? Yes

How could we improve our website: 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?

How was the Presentation Evening?

How did you rate our pre-visit administration?

UK.....1.0/1.0.....(Mandy)

Château.....1.0/1.0.....(Marie)

Preview visit to the centre? Excellent - I am so glad I did this visit. It really put my mind at rest with regard to the travel and accommodation arrangements.

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

Fire drill

Room allocation

Intro talk

All 10/10

Section 3; Centre Facilities

Pupil's accommodation7.....

The grounds10.....

Teacher's accommodation ..10.....

Teachers lounge8.....

Washing & toilet facilities ...10.....

Cleanliness/Hygiene10.....

Were there any accommodation problems? 4 children per pod is very tight and room for suitcases very limited. The pods were very hot. Where there were only 3 per pod, it allowed extra space for storage and to more manageable.

Section 4; Meals

Were the meals of an adequate standard?

Yes

Was there enough to eat?

Yes - apart from G.F - see below

What was the most / least enjoyed meal?

Most: Pizza Least: -

Were all dietary requirements catered for?

Yes

Please rate the packed lunch meals: Excellent

Any other comments?

The gluten free lunch was poor. The bread was inedible. It would be better to provide gluten free crackers & cheese or a ham salad/cheese salad Or cold gluten free pasta pots. Also, there were no G.F dessert options. Even on 'ice cream' night when a simple scoop of vanilla would be suitable, ml. Macc & T. (both contain gluten) was offered.

Wash L.T. ... G.F cereal option & not just G.F toast.

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 / Instructors?

Helpfulness.....

Professionalism.....

Friendliness.....

All 10/10

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

They were all very good

How do you rate the outdoor pursuits?

How do you rate the outdoor pursuit equipment?

What were your pupil's favourite outdoor pursuits?

Are there any new outdoor pursuits you would like *Manor Adventure* to offer?

Do you have any suggestions on how we could improve our product or outdoor pursuits?

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: Paris & boat trip (name excursion)

How well did the excursion fulfil your expectations: fully

Enjoyment students: 8

Enjoyment teachers: 7

Suitability to your group: Yes

Comments: Very busy so a bit stressful but a good day - Boat tour was brilliant.

Excursion 2: Chocolate Factory (name excursion)

How well did the excursion fulfil your expectations: 6

Enjoyment students: 6

Enjoyment teachers: 6

Suitability to your group: 6

Comments: Not as good as demo on teacher pre-visit ~~to~~ as was very short. but children enjoyed the tasting

Excursion 3: Bakery (name excursion)

How well did the excursion fulfil your expectations: 10/10

Enjoyment students: 10

Enjoyment teachers: 10

Suitability to your group: Fab!

Comments: Bruno is a character - loved it!

Disney - 8/10 - we will make changes next year. We'll eat at Disney.

Section 7; Overall Assessment

Which aspect of your stay was most enjoyed? *The weather helped*

but children enjoyed Disney's bakery the most

Which aspect of your stay was least satisfactory? *the travel - ferry was*

delayed on return (r that didn't help)

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

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

Where did you hear of *Manor Adventure*?

What were the reasons for choosing *Manor Adventure*?

.....

Which centre(s) did you visit last year?

What other visits does your school organise?

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

.....

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.....

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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.....

Section 9; Coach Report Form

School name Date of stay 25-29th Sept

Drivers name Trevor Number of seats 36

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 — This was an issue as it did not work on our return journey

Toilet: Yes / No

If yes, was it clean? Yes / No

Correct Uniform Worn: White company shirt or polo, black trousers, formal shoes: Yes / No
Yes

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 ...10/10

to children ...10/10

Attitude/Cooperation during stay ...10/10

State of the coach ...10/10

Time keeping:

Arrival at school ...10/10

Excursions ...9/10

Drivers knowledge of visits ...9/10

Any additional comments:

Trevor was lovely - man of few words but was professional throughout. The children were very fond of him -

— Thanks Trevor for getting us where we needed to go, safely.