

# 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: 17-06-23 - 21-06-23 ..... EMAIL .....

ACCOMMODATION: Château / Grange / POD Village (circle as appropriate) ..... *co.uk*

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)?

..... we knew Manor adventures so didn't use it .....

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

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

Preview visit to the centre?.....

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 .....2.....

Teachers lounge .....2.....

Washing & toilet facilities .....1.....

Cleanliness/Hygiene .....1.....

Were there any accommodation problems?

.....No.....  
.....

## Section 4; Meals

Were the meals of an adequate standard?

.....Yes.....

Was there enough to eat?

.....Yes.....

What was the most / least enjoyed meal?

Most: Pizza + chips - kids ..... Least: meat balls, turkey scallops  
creamy chicken - staff

Were all dietary requirements catered for?

.....Yes.....

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

Any other comments?

.....Salads would be nice.....  
.....

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?

N/A

Helpfulness.....

Professionalism.....

Friendliness.....

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

.....

.....

.....

.....

How do you rate the evening activities?

Staff were fantastic with the kids  
and really engaged

What were your pupil's favourite evening activities?

Campfire

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

get all groups together for the  
fire, cook own Marsh Mallow



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 (name excursion)

How well did the excursion fulfil your expectations: 1

Enjoyment students: 1

Enjoyment teachers: 1

Suitability to your group: 1

Comments: Why we could not get Eiffel tower tickets

Excursion 2: Batterfields (name excursion)

How well did the excursion fulfil your expectations: 1

Enjoyment students: 1

Enjoyment teachers: 1

Suitability to your group: 1

Comments: fantastic day, loved by everyone!

Excursion 3: Paul Astenski (name excursion)

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

Enjoyment students: 1

Enjoyment teachers: 2

Suitability to your group: 2

Comments: Aty about not have tickets and complications/time to pick up tickets

## Section 7; Overall Assessment

Which aspect of your stay was most enjoyed? *Visit to battlefields*

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

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*? *We had been to Chateau Hotel before*

What were the reasons for choosing *Manor Adventure*? *Think the package is great*

Which centre(s) did you visit last year? *Not been for 6 years*

What other visits does your school organise? *3 Day Maths activity trip*

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

*We all thought the Staff and Chateau were wonderful, will be back at some point.*

## 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 ..... 17<sup>th</sup> - 21<sup>st</sup> July 23  
Drivers name ..... Steve ..... Number of seats ..... 42 .....

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 .....      State of the coach ..... 1 .....

Time keeping:

Arrival at school ..... 1 .....      Excursions ..... 1 .....

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

Any additional comments:

Steve is a lovely friendly man who engaged with both staff and children, he was knowledgeable about our visits and made the whole trip more enjoyable for all!  
Thank you all.