

manor **adventure**

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: 7/2/24 - 12/2/24 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; N/A.

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

How was the Presentation Evening?

How did you rate our pre-visit administration?

UK ~~2~~ 1 (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
Room allocation 1
Fire drill 1
Intro talk 1

Section 3; Centre Facilities

Pupil's accommodation 1
Teacher's accommodation 1
Washing & toilet facilities 1
The grounds 1
Teachers lounge 3
Cleanliness/Hygiene 1

Were there any accommodation problems?

Teacher's lounge + Some teacher rooms did not get replenishment of tea + milk + bread + water bottle + clean mug.

Section 4; Meals

Were the meals of an adequate standard?

1

Was there enough to eat?

1

What was the most / least enjoyed meal?

Most: Pizza night Least: None

Were all dietary requirements catered for?

yes

Please rate the packed lunch meals: 2

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?

All fantastic!

Connor - looking after pupils, approachable
Axel (Sony can't spell it!) for organisation

How do you rate the evening activities?

film night was what pupils needed after busy
few days! Arrived too late for quiz on arrival night

What were your pupil's favourite evening activities?

Film night

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

Wider choice of films - netfix?

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: Passchendaele 1917 (name excursion)

Museum / Tyne Cot etc tour

3

How well did the excursion fulfil your expectations:

3

Enjoyment students:

3

Enjoyment teachers:

4

Suitability to your group:

Comments: friendly guides, however tour pitched too high

for pupils, no story telling (reading from sheets). Not enough time at Tyne Cot. Quite a lot of talk in museum so not much chance to look at exhibits.

Excursion 2: Somme 1916 museum/ battlefields (name excursion)

How well did the excursion fulfil your expectations:

2

Enjoyment students:

2

Enjoyment teachers:

2

Suitability to your group:

2

Comments: Museum always excellent - pupils like to wander

through. No guide used - self-guided by teachers. (Some confusion over voucher / ticket purchase for museum)

Excursion 3: (name excursion)

How well did the excursion fulfil your expectations:

Enjoyment students:

Enjoyment teachers:

Suitability to your group:

Comments:

.....

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

1-Excellent

2- Very Good

3- Good

4- Acceptable

5- Poor

Excursion 4:..... (name excursion)

How well did the excursion fulfil your expectations:

Enjoyment students:

Enjoyment teachers:

Suitability to your group:

Comments:

.....

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

How well did the excursion fulfil your expectations:

Enjoyment students:

Enjoyment teachers:

Suitability to your group:

Comments:

.....

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

How well did the excursion fulfil your expectations:

Enjoyment students:

Enjoyment teachers:

Suitability to your group:

Comments:

.....

Section 7; Overall Assessment

Which aspect of your stay was most enjoyed? Somme on Sunday

Which aspect of your stay was least satisfactory? Tour of Passchendaele with Guides - too long at Essex farm, Crier farm could not enter bunker and too long there. Not enough time at Tyne Cot.

How do you rate the course overall on a value for money basis? 2

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

Where did you hear of *Manor Adventure*? Previous bookings

What were the reasons for choosing *Manor Adventure*? Always impressed with admin support pre-visit and whist at Warsy. Super team!!

Which centre(s) did you visit last year? ~~A~~ Warsy

What other visits does your school organise? New York

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

Just thanks for another amazing visit!

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:.....

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Section 9; Coach Report Form

School name Date of stay 7m - 12th Feb
Drivers name Mark 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 1

to children 2

Attitude/Cooperation during stay 1

State of the coach 1

Time keeping:

Arrival at school 1

Excursions 1

Drivers knowledge of visits 2 (but building knowledge up!)

Any additional comments:

Mark called me night before visit. This was a great idea - please do this in future!!
Very accomodating about the schedule.