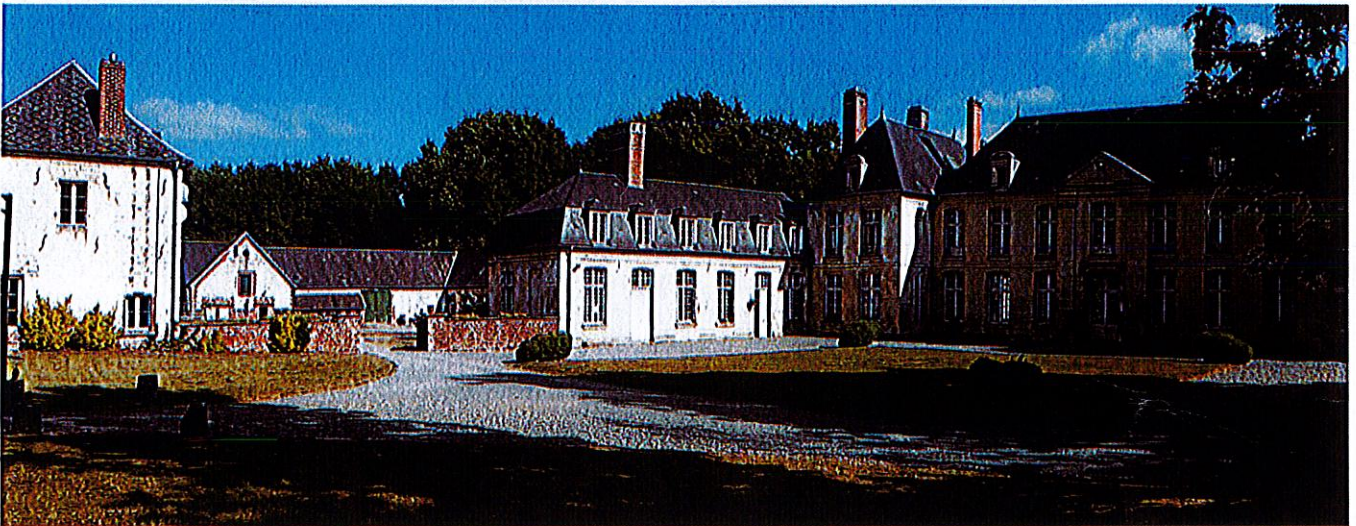


manor **adventure**

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: 12/2/24 - 17/2/24 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? 1

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? 1

How was the Presentation Evening? 1

How did you rate our pre-visit administration?

UK..... 1 (Mandy)

France..... 1 (Marie)

Preview visit to the centre? Previous visit

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 1

The grounds 1

Teacher's accommodation 1

Teachers lounge 1

Washing & toilet facilities 1

Cleanliness/Hygiene 1

Were there any accommodation problems?

..... No hot water (Room 10)

.....

Section 4; Meals

Were the meals of an adequate standard?

..... 3

Was there enough to eat?

..... 1

What was the most / least enjoyed meal?

Most: Burgers Least: Beef/Chicken night

Were all dietary requirements catered for?

..... 1

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 instructors and staff have been excellent.....
.....
.....
.....

How do you rate the evening activities?

.....1.....
.....
.....

What were your pupil's favourite evening activities?

.....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: Bakery..... (name excursion)

How well did the excursion fulfil your expectations: 1

Enjoyment students: 2

Enjoyment teachers: 1

Suitability to your group: 1

Comments:

Excursion 2: PARIS..... (name excursion)

How well did the excursion fulfil your expectations: 3

Enjoyment students: 4

Enjoyment teachers: 3

Suitability to your group: 3

Comments: Would prefer a later boat trip / Boat trip wasn't great - no key sites

Excursion 3: Amiens..... (name excursion)

How well did the excursion fulfil your expectations: 1

Enjoyment students: 1

Enjoyment teachers: 1

Suitability to your group: 1

Comments: Better to leave the market and visit the centre of Amiens for shopping etc

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

1-Excellent

2- Very Good

3- Good

4- Acceptable

5- Poor

Excursion 4: 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: Better handwashing facilities on the farm.....

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

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

Enjoyment students: 1.....

Enjoyment teachers: 1.....

Suitability to your group: 1.....

Comments: Need more time in Disney - with a long journey.....

like ours - two drivers would be better

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

How well did the excursion fulfil your expectations:

Enjoyment students:

Enjoyment teachers:

Suitability to your group:

Comments: on our way home so unable to comment at this point.....

Section 7; Overall Assessment

Which aspect of your stay was most enjoyed? Disneyland

Which aspect of your stay was least satisfactory? Paris - day was a little rushed

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*? Colleague

What were the reasons for choosing *Manor Adventure*? Value for money, staying in 18th Century Chateau, staff 24/7, well organised + great staff

Which centre(s) did you visit last year? Same venue

What other visits does your school organise? none

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

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 11/10/24 - 17/2/24

Drivers name Paul + 2 others (unknown) Number of seats 53

Please circle as appropriate: not until Paul arrived on bus

Safety talk received: Yes No

Safety DVD shown: Yes No

Sat Nav: only Paul on screen
Yes / No

Coach: Executive / Standard ~ unsure?

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: Paul excellent
others poor to children same

Attitude/Cooperation during stay same State of the coach 1

Time keeping:

Arrival at school 1 Excursions 1

Drivers knowledge of visits 1 - Paul
5 - others

Any additional comments:

First driver - parked in wrong place, didn't help with luggage, no safety info information and no introduction
Second driver - fine, no issues
Driver 3 Paul - Amazing

Roberts already know about this as the school told Paul and then told the office.