

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: 10-14/02/24 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? 2

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? N/A

How was the Presentation Evening? ?

How did you rate our pre-visit administration?

UK..... 1 ✓ (Mandy)

France..... (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 2

Fire drill 2

Room allocation 2

Intro talk 2

Section 3; Centre Facilities

Pupil's accommodation 2

The grounds 2

Teacher's accommodation 2

Teachers lounge 2

Washing & toilet facilities 3

Cleanliness/Hygiene 2

Were there any accommodation problems?

Some locks didn't work, students worried about being locked in.

This situation was addressed at the time, a couple of the locks were a bit stiff as have not been used a lot. They were sprayed with lubricant and maintenance were informed.

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: Turney / Beans Least: Curry

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?

All of them, the kids
loved the interaction.

How do you rate the evening activities?

Too cold for these type
of activities, need an
indoor space really.

What were your pupil's favourite evening activities?

Dodge ball.

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

Indoor, this time of year
is too cold
& wet & muddy

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: Market (name excursion)

How well did the excursion fulfil your expectations: 1

Enjoyment students: 1

Enjoyment teachers: 1

Suitability to your group: 1

Comments: Great.

Excursion 2: Chocolate factory (name excursion)

How well did the excursion fulfil your expectations:

Enjoyment students: 3

Enjoyment teachers: 3

Suitability to your group: OK

Comments:

Excursion 3: Caves (name excursion)

How well did the excursion fulfil your expectations:

Enjoyment students: 2

Enjoyment teachers: 2

Suitability to your group: 2

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: Paris (name excursion)

How well did the excursion fulfil your expectations: 3

Enjoyment students: 2

Enjoyment teachers: 2

Suitability to your group:

Comments: A long way, not really long enough at the tower, missed the seat.

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? Kids enjoyed

being together, they loved lots
at Ann

Which aspect of your stay was least satisfactory? Mud, this is

More to do with the home
of year - would return in the
spring - next time.

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*? on line

What were the reasons for choosing *Manor Adventure*? Reputation

Which centre(s) did you visit last year? None

What other visits does your school organise? first visit since

could, stayed in Normandy
before

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 Day 10-14/2/24

Drivers name Andy 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

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 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:

Andy as his coach was great.