

**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

/ Rue au 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: 15/3/24 - 18/3/24 ..... 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? .....

How could we improve our website: [www.manoradventure.com](http://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.....<sup>5/5</sup>.....(Mandy)

France.....<sup>5/5</sup>.....(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	5/5	Fire drill	5/5
Room allocation	5/5	Intro talk	5/5

## Section 3; Centre Facilities

Pupil's accommodation	5/5	The grounds	5/5
Teacher's accommodation	5/5	Teachers lounge	<del>5/5</del> 4/5
Washing & toilet facilities	4/5	Cleanliness/Hygiene	5/5

Were there any accommodation problems?

Please can we have a hand towel / table in the bathroom to put things on. Shower very nice. Uncomfortable seats in teacher lounge.

## Section 4; Meals

Were the meals of an adequate standard?

Yes. Although salmon wasn't a popular choice

Was there enough to eat?

Yes. Plenty.

What was the most / least enjoyed meal?

Most: Pizza + chicken wings. Least: salmon

Were all dietary requirements catered for?

Yes.

Please rate the packed lunch meals: 5/5

Any other comments?

Delicious meals, thank you 😊

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..... 5/5

Professionalism..... 5/5

Friendliness..... 5/5

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

Connor. and Axel. Went above + beyond when a child was poorly. and nothing was too much trouble.

Others members of staff (inc kitchen staff) were lovely too.

How do you rate the evening activities?

Very good. 5/5. Children enjoyed them - just a shame about the weather

What were your pupil's favourite evening activities?

Camp fire

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: Amiens town/cathedral (name excursion)

How well did the excursion fulfil your expectations: 5/5

Enjoyment students: 5/5

Enjoyment teachers: 5/5

Suitability to your group: 5/5

Comments: .....

Excursion 2: Bowling/laser tag (name excursion)

How well did the excursion fulfil your expectations: 5/5

Enjoyment students: 5/5

Enjoyment teachers: 5/5

Suitability to your group: 5/5

Comments: .....

Excursion 3: Museum + Newfoundland site (name excursion)

How well did the excursion fulfil your expectations: 5/5

Enjoyment students: 4/5

Enjoyment teachers: 5/5

Suitability to your group: 4/5

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: Snail farm ..... (name excursion)

*not been yet (tomorrow's 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? ..... Bowling + laser tag .....  
..... excursion .....

Which aspect of your stay was least satisfactory? ..... Museum + battlefield .....  
.....

How do you rate the course overall on a value for money basis? ..... 5/5 .....

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

Where did you hear of *Manor Adventure*? ..... Online .....

What were the reasons for choosing *Manor Adventure*? ..... Abroad residential, .....  
..... recommendation from headteachers. .....

Which centre(s) did you visit last year? ..... Chateaux de Waisy .....

What other visits does your school organise? ..... Arthog for Year 4 .....  
.....

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

..... A very enjoyable stay - great staff .....  
..... as always 😊 .....

## 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 15/3/24 - 18/3/24

Drivers name Simon ..... 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 5/5

to children 5/5

Attitude/Cooperation during stay 5/5

State of the coach 5/5

**Time keeping:**

Arrival at school 5/5

Excursions 5/5

Drivers knowledge of visits 5/5

**Any additional comments:**

Driver was very pleasant + accomodating 😊

.....

.....

.....

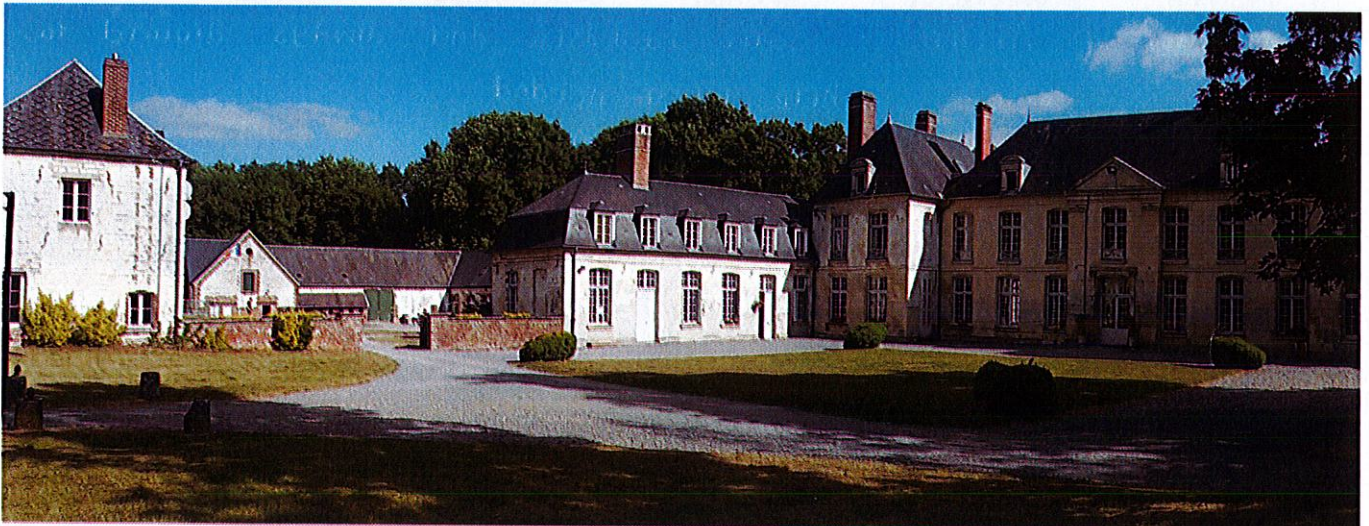
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*Château de Warsy*



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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: Elton High PARTY LEADER: Jade Le Blanc

DATES: 15-18 March EMAIL: leblancj@eltonhigh.bury.sch.uk

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](http://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.....(Mandy) 2 - only negative was that the final itinerary wasn't sent over.

France.....(Marie) N/A

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 .....1.....

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

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

Were there any accommodation problems?

Mirror in teachers bedrooms would be useful

## 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 Least: SAUSAGE

Were all dietary requirements catered for?

YES - but limited for the vegan lunch

Please rate the packed lunch meals: 1

Any other comments?

First day order requested in advance rather than given,

as a lot of students didn't get a sandwich they

like and we had to pay for lunches in Paris

which was an expense we hadn't factored in.

We do a selection of sandwiches

and every child has one (+ teacher) JH

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?

Bingo man (Jacques?) - Students loved him  
Connor & Axelle - Both fantastic and always around to help when needed

How do you rate the evening activities?

1

What were your pupil's favourite evening activities?

Bingo

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

47- We do a collection of animals and every child has one (a letter)

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: .....

.....

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

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

Enjoyment students: .....1.....

Enjoyment teachers: .....1.....

Suitability to your group: .....1.....

Comments: .....

.....

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? ..... All .....

.....

Which aspect of your stay was least satisfactory? ..... / .....

.....

How do you rate the course overall on a value for money basis? ..... 1 .....

Will you be considering a further visit with *Manor Adventure*? ..... 1 .....

Where did you hear of *Manor Adventure*? ..... Previous customer .....

What were the reasons for choosing *Manor Adventure*? ..... / .....

.....

Which centre(s) did you visit last year? ..... Brutel .....

What other visits does your school organise? ..... New York, Austria (Skiing), Iceland,

Berlin, .....

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 Elton High Date of stay 15-18

Drivers name Phil Number of seats 53

Please circle as appropriate:

Safety talk received: Yes /  No

Safety DVD shown: Yes /  No

Sat Nav:  No

Coach: Executive /  Standard

Entertainment: Video / DVD /  None

Toilet:  No

If yes, was it clean?  No

Correct Uniform Worn: White company shirt or polo, black trousers, formal shoes:  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 .....1....

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

Time keeping:

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

Excursions .....1....

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

Any additional comments:

Phil was absolutely fantastic throughout. Could not have done more to help us. He's a credit to his employment.