

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: [REDACTED]

PARTY LEADER: [REDACTED]

DATES: 10TH - 14TH JUNE, 2019

EMAIL: [REDACTED]

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? we did not have ^{N/A} any this year

How could we improve our website: www.manoradventure.com

good

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?

N/A

How did you rate our pre-visit administration?

UK.....1.....(Caroline)

Château.....1.....(Emilie)

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



Fire drill



Room allocation



Intro talk



Section 3 Centre Facilities

Pupil's accommodation



The grounds



Teacher's accommodation



Teachers lounge *



Washing & toilet facilities



Cleanliness/Hygiene



(need better w-fi / * maybe a toilet) and sink on ground floor

Were there any accommodation problems?

No, we were all really satisfied.

Section 4 Meals

Were the meals of an adequate standard?

Excellent this year, lots of choice and well prepared.

Was there enough to eat?

Always, no hungry children or staff.

What was the most / least enjoyed meal?

Most: Bolognaise Least: Staff Lamb

Were all dietary requirements catered for?

Certainly, well done.

Please rate the packed lunch meals: Super at the start, not as

exciting after a while. Tasty though. More salad and filling needed

French baguette for breakfast would have been appreciated. More variety / healthier choices.

Excellent kitchen staff, warm, welcoming and efficient

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 / Instructors?

Helpfulness.....1.....

Professionalism.....1.....

Friendliness.....1.....

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

Beth - very professional, adaptable and friendly
Excellent with both children and staff. A
real asset to the chateau. Well done!
So passionate about the chateau.

How do you rate the outdoor pursuits?

Only had evening activities

How do you rate the outdoor pursuit equipment?

n/a

What were your pupil's favourite outdoor pursuits?

n/a

Are there any new outdoor pursuits you would like Manor Adventure to offer?

Zip wire and Climbing wall

Do you have any suggestions on how we could improve our product or outdoor pursuits?

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: 1

Enjoyment teachers: 1

Suitability to your group: 1

Comments: A funny take on making croissants and learning about bread. All in French! 😊

Excursion 2: 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: Children loved holding, stroking the goats. Great guide and very informative

Excursion 3: Snail Farm (Name excursion)

How well did the excursion fulfil your expectations: 1

Enjoyment students: 1

Enjoyment teachers: 1

Suitability to your group: 1

Comments: A unique experience, brilliant host. Lovely variety of snail recipes.

Section 7 Overall Assessment

Which aspect of your stay was most enjoyed? *Chateau setting,
quality of the accommodation and the food.*

Which aspect of your stay was least satisfactory? *Feeling under pressure
from other schools when eating.*

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*? *Found on line*

What were the reasons for choosing *Manor Adventure*? *The venue, accommodation,
location and a previous experience.*

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

What other visits does your school organise?

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

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Section 9 Coach Report Form

School name [REDACTED] Date of stay 10TH - 14TH JUNE
Drivers name Steve Number of seats 46

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 - SPOTLESS

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 6.10 am

Excursions 1

Driver's knowledge of visits 1

EXCEPTIONAL
KNOWLEDGE



HE WAS AN
EXCELLENT
GUIDE

Any additional comments:

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