

# 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: Mon 17th → Fri 21st 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? Yes

How could we improve our website: [www.manoradventure.com](http://www.manoradventure.com)

Just a small point → can we have <sup>the</sup> teacher access code to the teacher access but as soon as we book.

If you had a visit from one of our School Journey Advisors;

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

How was the Presentation Evening? Had all the info so no need for the evening.

How did you rate our pre-visit administration? Fantastic. 1

UK.....(Caroline)

Château.....(Emilie)

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 .....1.....

The grounds .....1.....

Teacher's accommodation .....1.....

Teachers lounge .....1.....

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

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

Were there any accommodation problems?

.....No.....

## Section 4 Meals

Were the meals of an adequate standard?

.....Yes - all were delicious.....

Was there enough to eat?

.....Yes!!.....

What was the most / least enjoyed meal?

Most: Beef Bourguine ..... Least: None → all food was great

Were all dietary requirements catered for?

.....Yes → over and above.....

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 / Instructors?

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

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

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

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

Beth!

All were amazing though.

How do you rate the outdoor pursuits?

1

How do you rate the outdoor pursuit equipment?

1

What were your pupil's favourite outdoor pursuits?

Olympics + Parc Aotearoa.

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

No.

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

No

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: Chocolate factory (Name excursion)

How well did the excursion fulfil your expectations: Very well

Enjoyment students: 1

Enjoyment teachers: 1

Suitability to your group: 1

Comments: .....

Excursion 2: Armistice Museum (Name excursion)

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

Enjoyment students: 1

Enjoyment teachers: 1

Suitability to your group: 1

Comments: .....

Excursion 3: Parc Asterix (Name excursion)

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

Enjoyment students: 1\*

Enjoyment teachers: 1\*

Suitability to your group: 1\*

Comments: .....

## Section 7 Overall Assessment

Which aspect of your stay was most enjoyed? *Parc Asterix*

Which aspect of your stay was least satisfactory? *None*

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

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

Where did you hear of *Manor Adventure*? *We have visited before*

What were the reasons for choosing *Manor Adventure*? 

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

What other visits does your school organise? *Just local residentials*

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

*A great week all round!*

## 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? *Not at the moment. - Budgets are tight*

Name:..... Name:.....

Address:..... Address:.....

# Section 9 Coach Report Form

School name ..... [redacted] ..... Date of stay ...17-6-19 → 21.6.19

Drivers name *Steve* ..... Number of seats ...19 .....

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 - *A bit temperamental.*

Toilet:  Yes / No

If yes, was it clean?  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 ...1.....

Attitude/Cooperation during stay ...1.....

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

Time keeping:

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

Excursions ...1.....

Driver's knowledge of visits ...1.....

Any additional comments:

*Steve was great, especially during our visit to the Somme*