

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: 17-21 June 2019 EMAIL: [REDACTED]
ACCOMMODATION: Château / Grange / POD Village (circle as appropriate) [REDACTED]

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

1

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

Château..... 1.....(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 2

Room allocation 1

Intro talk 1

Section 3 Centre Facilities

Pupil's accommodation 2

The grounds 1

Teacher's accommodation 1

Teachers lounge 1

Washing & toilet facilities 1

Cleanliness/Hygiene 2

Were there any accommodation problems?

Hot - heat → too hot (but fans provided which solved the problem)

Section 4 Meals

Were the meals of an adequate standard?

1 - excellent, great

Was there enough to eat?

Yes, plenty, loads but (not enough pizza & escargot)

What was the most / least enjoyed meal?

Most: Beef Bourguignone Least:

Were all dietary requirements catered for?

more fresh salad for vegeterian

Please rate the packed lunch meals: NA

Any other comments?

Very friendly chef & dinner ladies who made great effort speaking French and providing a knife for my watermelons

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?

Sam - very friendly & chatty

Grace - chatty, helpful, organized

Liam - in charge, control

Louise - friendly

How do you rate the outdoor pursuits?

too restrictive, too much waiting for active kids

more freedom, ^{spontaneous} suggestion: maybe two instructors

How do you rate the outdoor pursuit equipment?

1/2

for the obstacle course

so the sporty children

can do it a few times

What were your pupil's favourite outdoor pursuits?

* Pelanque, too controlled on paddle board

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

HIGH ROPES / ZIP WIRE - across the water

↳ kids love it

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

- more staff

- more daring, challenging

(our children have done lots of activities in Y5 at MA center in Wales)

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: Goat Farm (Name excursion)

How well did the excursion fulfil your expectations: 1

Enjoyment students: 1

Enjoyment teachers: 1st

Suitability to your group: 1

Comments:

Excursion 2: Werniew (Name excursion)

How well did the excursion fulfil your expectations:

Enjoyment students: 3

Enjoyment teachers: 2

Suitability to your group: 2

Comments: Clear 1 page of questions, send to us before the trip

Excursion 3: Amiens market (Name excursion)

How well did the excursion fulfil your expectations: 5

Enjoyment students: 2

Enjoyment teachers: 4

Suitability to your group: 4

Comments: too small, tacky, not a proper French market

maybe: make a deal with the people at the market so they expect the visit & are more friendly & do not object

Section 7 Overall Assessment

Which aspect of your stay was most enjoyed? overall experience

Which aspect of your stay was least satisfactory? - more research done re the market visit

How do you rate the course overall on a value for money basis? also we would have preferred to go to the goat farm on the same day as the interview market activity

Will you be considering a further visit with Manor Adventure? as it ~~was~~ makes more sense in terms of logistics

Where did you hear of Manor Adventure? website (coach journey)

What were the reasons for choosing Manor Adventure? great past experience

Which centre(s) did you visit last year? BROUTE

What other visits does your school organise? WELSH center

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

- poor wifi in the rooms

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 [REDACTED] Date of stay 17-21 June
Drivers name Marek 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 *very clean*

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:

Thank you for letting us have Marek
as our coach driver. He is incredibly
organised, polite & friendly.
We especially requested him as had
an amazing experience last year
to Chateau de Warsy.