

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: 24/06/19 -> 28/06/19 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?

Brilliant!

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?

How did you rate our pre-visit administration?

UK.....(Caroline) → very efficient and effective + helpful
Château.....(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	^{very} Good	Fire drill	Excellent
Room allocation	Excellent	Intro talk	Excellent

Section 3 Centre Facilities

Pupils' accommodation	Good	The grounds	Beautiful
Teacher's accommodation	Amazing	Teachers lounge	Amazing
Washing & toilet facilities	Amazing	Cleanliness/Hygiene	Great - all clean [Teachers' room + bed made]

Were there any accommodation problems?

the chateau provides with comfort and beautiful environment and deco.

Section 4 Meals

Were the meals of an adequate standard?

meals were all superb!

Was there enough to eat?

yes! sometimes they had seconds

What was the most / least enjoyed meal? sometimes they could not

Most: Boeuf Bourguignon (teacher) / saucisse grante (kids) Least: X Nothing

Were all dietary requirements catered for?

yes!

Please rate the packed lunch meals: Superb

Any other comments?

The food was of an exceptionally high standard and staff are effective in getting everything clean and ready. Friendly service -> speaking French to the children. Great chef!

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.....Great

Professionalism.....Great

Friendliness.....Great

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

All were professional and very friendly

How do you rate the outdoor pursuits?

Excellent overall

How do you rate the outdoor pursuit equipment?

Excellent

What were your pupils' favourite outdoor pursuits?

Paddle board/kayak

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

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: Montdidier (Name excursion)

How well did the excursion fulfil your expectations: Brilliant

Enjoyment students: Amazing

Enjoyment teachers: Amazing too

Suitability to your group: yes!

Comments: Instructors took charge with

the safety and teachers could relax or supervise from a distance.

Excursion 2: N/A (Name excursion)

How well did the excursion fulfil your expectations:

Enjoyment students: Grotte de Naours /

Go Ape

Enjoyment teachers:

Suitability to your group:

Comments:

Excursion 3:

(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? ^a All → combination of great
accommodation, food, staff and organisation.
+ activities

Which aspect of your stay was least satisfactory?
N/A

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

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

Where did you hear of Manor Adventure? We have booking problems with
the château - it's booked up.

What were the reasons for choosing Manor Adventure?
Outdoor activities, accommodation, safety

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

What other visits does your school organise? Budo 48 Cornwall

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

Booking System

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 ... 24/06/19 → 28/06/19

Drivers name ... WAYNE 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

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 ... (acceptable) (4) to children ... (acceptable) (4)

Attitude/Cooperation during stay (4) State of the coach (1 of 2)

Time keeping:

Arrival at school (3) Excursions

Driver's knowledge of visits ... a little later than expected but it did not cause any problems

Any additional comments:

He could be a little more jolly and friendly but the coach was clean and the driver was knowledgeable about local areas.

please →
read

To improve in the future

Staff would need their staff relaxing room in the evening and divers could use the snooker room. We felt awkward and did particularly get on with our driver.