

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: 28/6 - 1/7

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? (1)

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

more pictures of the bedrooms ??

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

Did he provide a fair description of our centre & product? N/A

How was the Presentation Evening?

How did you rate our pre-visit administration?

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

Château..... (2)(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 ①

Fire drill ①

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 ①

Were there any accommodation problems?

No - but sheets on pupils beds
and more toilet roll is a suggestion

Section 4 Meals

Were the meals of an adequate standard?

..... excellent!

Was there enough to eat?

..... definitely!

What was the most / least enjoyed meal?

Most: sausage / pizza Least: salmon / chicken in

Were all dietary requirements catered for?

yes (shallot sauce
a little overdone)

Please rate the packed lunch meals: ①

Any other comments?

small bag to keep them in?

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?

.....
N/A Beth was most interactive
.....
.....

How do you rate the outdoor pursuits?

.....
N/A
.....

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?

.....
.....
.....

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: Paris (Name excursion)

How well did the excursion fulfil your expectations: 1

Enjoyment students: 1

Enjoyment teachers: 1

Suitability to your group: 2

Comments: a little more stressful due to us using metro - but fine.

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:

Section 7 Overall Assessment

Which aspect of your stay was most enjoyed? The bathrooms

+ relaxing in the lounge,
safe in the knowledge the kids were

Which aspect of your stay was least satisfactory? fine

mosquitos - can you get windows
more fans for rooms. gauze.

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

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

Where did you hear of *Manor Adventure*? d/k

What were the reasons for choosing *Manor Adventure*? used before

Which centre(s) did you visit last year? 2017 - Warsy

What other visits does your school organise? Boulogne - 48

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

Upon arrival we were told about
pollution issue. Maybe more solutions
could have been put forward. We
felt it was down to ourselves to find
the best solution.

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?

No

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

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

.....

.....

.....

.....

Section 9 Coach Report Form

School name [REDACTED] Date of stay 28/6 - 1/7

Drivers name Len Number of seats 49

Please circle as appropriate:

Safety talk received: Yes / No seatbelts

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 2

to children 4

Attitude/Cooperation during stay 3

State of the coach 1

Time keeping:

Arrival at school 1

Excursions 1

Driver's knowledge of visits 1

Any additional comments:

Great knowledge of the area + excellent time keeping. Perhaps needs to prompt staff with instructions that he wants communicating to students, as they know the students so can do this more effectively.