

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: PARTY LEADER:

DATES: 7th - 10th May 2019 EMAIL:

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 N/A

Did you find the brochure accurate and informative?.....

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

.....
.....

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.....(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 welcome1.....

Fire drill1.....

Room allocation1.....

Intro talk1.....

Section 3 Centre Facilities

Pupil's accommodation1.....

The grounds1.....

Teacher's accommodation1.....

Teachers lounge1.....

Washing & toilet facilities1.....

Cleanliness/Hygiene1.....

Were there any accommodation problems?

No - all excellent!

Section 4 Meals

Were the meals of an adequate standard?

Fabulous!

Was there enough to eat?

Yes thank you

What was the most / least enjoyed meal?

Most:.....Least:.....

Were all dietary requirements catered for?

Yes, thank you

Please rate the packed lunch meals:.....1.....

Any other comments?

Children loved the mauls and frog legs

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?

All of them! All went above and beyond;
could it have asked for anything more!

How do you rate the outdoor pursuits?

Excellent.

How do you rate the outdoor pursuit equipment?

Excellent.

What were your pupil's favourite outdoor pursuits?

Low ropes.

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: *Somme*..... (Name excursion)

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

Enjoyment students: *1*.....

Enjoyment teachers: *1*.....

Suitability to your group: *1*.....

Comments: *Excellent!*.....

Excursion 2: *Amiens*..... (Name excursion)

How well did the excursion fulfil your expectations: *1*.....

Enjoyment students: *1*.....

Enjoyment teachers: *1*.....

Suitability to your group: *1*.....

Comments: *Enjoyable day!*.....

Excursion 3: *X*..... (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 whole experience!*

Which aspect of your stay was least satisfactory? *∅*

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

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

Where did you hear of *Manor Adventure*? *Keran previously visited.*

What were the reasons for choosing *Manor Adventure*? *↓ ↓*

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

What other visits does your school organise? *Y3/4 Residential*

Do you have any further comments which you feel would be useful to us?
Keep up the amazing work!

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 07/05/19 - 10/05/19

Drivers name NATHAN 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 teachers¹

to children¹

Attitude/Cooperation during stay¹

State of the coach¹

Time keeping:

Arrival at school¹

Excursions¹

Driver's knowledge of visits¹

Any additional comments:

Nathan was INCREDIBLE! Knowledgeable, helpful
and a genuine lovely person. Thank you!