

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: 13-17th MAY

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? 2

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

No comment

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? N/A

How did you rate our pre-visit administration?

UK 2 (Caroline)

Château N/A (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 2

Fire drill 4

Room allocation

Intro talk

Section 3 Centre Facilities :

Pupil's accommodation 2

The grounds 1

Teacher's accommodation 2

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?

..... 1

Was there enough to eat?

..... 1

What was the most / least enjoyed meal?

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

Were all dietary requirements catered for?

..... 1

Please rate the packed lunch meals:..... 2

Any other comments?

All very good. Nothing was too much trouble
and it helped to make the week a success

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...2.....

Professionalism...2.....

Friendliness...1.....

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

Beth was particularly helpful and not afraid
to engage with sensory groups in the other part
village

How do you rate the outdoor pursuits?

2

How do you rate the outdoor pursuit equipment?

2

What were your pupil's favourite outdoor pursuits?

Paddleboarding & canoeing

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 but see overall comments later

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: BATTLEFIELDS (Name excursion)

How well did the excursion fulfil your expectations: 1

Enjoyment students: 1

Enjoyment teachers: 1

Suitability to your group: 1

Comments: We put in Albert Museum again this was good. Steve the driver was very knowledgeable too which helped.

Excursion 2: AMIGNS (Name excursion)

How well did the excursion fulfil your expectations: 1

Enjoyment students: 1

Enjoyment teachers: 1

Suitability to your group: 1

Comments: Drop off by cathedral made this even better this year

Excursion 3: PARK (Name excursion)

How well did the excursion fulfil your expectations: 1

Enjoyment students: 1

Enjoyment teachers: 1

Suitability to your group: 1

Comments: Wayne was outstanding and made this key part of our trip work very well.

Section 7 Overall Assessment

Which aspect of your stay was most enjoyed? *No particular favourites*

Which aspect of your stay was least satisfactory?

How do you rate the course overall on a value for money basis? *2*

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

Where did you hear of *Manor Adventure*? *Mail etc*

What were the reasons for choosing *Manor Adventure*? *Small and friendly and
accommodating for bespoke programmes.*

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

What other visits does your school organise? *Two other year groups go to
your Norfolk Lakes*

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

*For the first time since 2013 we felt, just a little, that
the bigger schools were detracting from our experience overall.
* I'll put more detail on back of this form*

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:

Sorry - you remain our best kept secret

Section 9 Coach Report Form

School name [REDACTED] Date of stay 13-17 MAY

Drivers name STEVE Number of seats 349

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/.....

to children/.....

Attitude/Cooperation during stay/.....

State of the coach/.....

Time keeping:

Arrival at school/.....

Excursions/.....

Driver's knowledge of visits/.....

Any additional comments:

Steve (and Wayne for Paris) were excellent