

# 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: 20 - 24 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? (1)

How could we improve our website: [www.manoradventure.com](http://www.manoradventure.com)?

(1)

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 (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).....  
Room allocation (1).....

Fire drill (1).....  
Intro talk (1).....

## Section 3 Centre Facilities

Pupil's accommodation (1)..... The grounds (1).....  
Teacher's accommodation (1)..... Teachers lounge (2).....  
Washing & toilet facilities (1)..... Cleanliness/Hygiene (1).....

Were there any accommodation problems?

Room 9 underfloor heating / too hot  
too cold - difficult to control.

## Section 4 Meals

Were the meals of an adequate standard?

(2)

Was there enough to eat?

Plenty

What was the most / least enjoyed meal?

Most: Korma / spag bol Least: beef goulash

Were all dietary requirements catered for?

more vegetarian options please

Please rate the packed lunch meals: delicious (1)

Any other comments?

very friendly and accommodating  
staff. More variety of fruit and  
veg and maybe eggs (boiled?) for  
breakfast. Muesli cereals?

Please score on the following basis if not making any comment:

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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?

Grace - goes the extra mile  
in paddle boarding.

How do you rate the outdoor pursuits?

How do you rate the outdoor pursuit equipment?

What were your pupil's favourite outdoor pursuits?

all water ones - Paddle boarding /  
Kayaking

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

nature walks / more environmentally  
aware choices.

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

Have a more eco-style approach  
- recycling / looking after wildlife /  
geo-cache orienteering / evening  
walk

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: Disneyland (Name excursion)

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

Enjoyment students: ①

Enjoyment teachers: ~~①~~ ~~②~~ ②

Suitability to your group: ①

Comments: Long day but kids love it.

Excursion 2: Somme (Name excursion)

How well did the excursion fulfil your expectations: ①

Enjoyment students: ②

Enjoyment teachers: ①

Suitability to your group: ①

Comments: Very moving. Excellent tour with museum guide

Excursion 3: Market (Name excursion)

How well did the excursion fulfil your expectations: ①

Enjoyment students: ①

Enjoyment teachers: ②

Suitability to your group: ①

Comments: Very friendly market / affordable purchases etc.

## Section 7 Overall Assessment

Which aspect of your stay was most enjoyed? *all of it - so much better than the pods!*

Which aspect of your stay was least satisfactory? .....

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

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

Where did you hear of *Manor Adventure*? *googled 3 years ago*

What were the reasons for choosing *Manor Adventure*? *only place available 3 yrs ago - location*

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

What other visits does your school organise? *Residential for Yr 3 to 6 - local / Dorset*

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

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## 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:.....

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.....

## Section 9 Coach Report Form

School name ..... Date of stay .....

Drivers name ..... 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 ..... 2 .....

to children ..... 3 .....

Attitude/Cooperation during stay ..... 1 .....

State of the coach ..... 1 .....

Time keeping:

Arrival at school ..... 1 .....

Excursions ..... 1 .....

Driver's knowledge of visits ..... *first time* .....

Any additional comments:

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