

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: *11th - 15th November 2019*

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?

It's all fine - provides information needed.

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

Did he provide a fair description of our centre & product? *Yes.*

How was the Presentation Evening? *Good.*

How did you rate our pre-visit administration?

UK.....*2*.....(Caroline)

Château.....*2*.....(Emilie)

Preview visit to the centre?.....*1*.....

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

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3- Good

4- Acceptable

5- Poor

Section 2; Arrival

General welcome1.....

Fire drill1.....

Room allocation1.....

Intro talk1.....

Section 3; Centre Facilities

Pupil's accommodation~~1~~1.....

The grounds1.....

Teacher's accommodation1.....

Teachers lounge1.....

Washing & toilet facilities2.....

Cleanliness/Hygiene1.....

Were there any accommodation problems?

The bathrooms are really nice but we had a couple of plumbing problems.

Section 4; Meals

Were the meals of an adequate standard?

Yes, really good quality.

Was there enough to eat?

Yes, definitely.

What was the most / least enjoyed meal?

Most: Pizza, chicken wings etc. Least: The kids ate all of them.

Were all dietary requirements catered for?

Yes.

Please rate the packed lunch meals: Good quality, just a couple of small errors.

Any other comments?

A more varied vegetarian offer would be good, particularly child-friendly things like macaroni cheese.

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 engaged with the children well, built positive relationships, etc. Eberer really encouraged nervous children. Beth learned all their names really quickly. Grace stepped in to come on a day out with us. Tristan helped an injured child and tried to fix the plumbing problems.

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?

Jacob's Ladder & obstacle course.

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

I guess high ropes would be good.

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

It would be nice to get more opportunities to speak French at the chateau (not just meal times).

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: Versailles (name excursion)

How well did the excursion fulfil your expectations: It was great.

Enjoyment students: 2

Enjoyment teachers: 2

Suitability to your group: 2

Comments: See coach comments.

Excursion 2: Amiens (name excursion)

How well did the excursion fulfil your expectations: It surpassed our expectations.

Enjoyment students: 2

Enjoyment teachers: 1

Suitability to your group: 1

Comments: We did a self-led walking tour and then went to the food market - the kids loved it.

Excursion 3: Compiègne (name excursion)

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

Enjoyment students: 2

Enjoyment teachers: 2

Suitability to your group: 2

Comments: Palais du Compiègne is in renovation so we didn't get to see all the apartment rooms.

Section 7; Overall Assessment

Which aspect of your stay was most enjoyed? *The food - lots of choice and the team put lots of effort in. (child's comment).*

Which aspect of your stay was least satisfactory? ~~A few etc~~ *Some issues with the coach.*

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

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

Where did you hear of Manor Adventure? *An email to the school.*

What were the reasons for choosing Manor Adventure? *It seemed well-organised.*

Which centre(s) did you visit last year? *None.*

What other visits does your school organise? *A year 5 UK residential (3 days).*

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

The children felt safe and secure with keys at the door.

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: *N/A* Name: *N/A*

Address: Address:

Section 9; Coach Report Form

School name [REDACTED] Date of stay *11th - 15th November 2019*

Drivers name *Steve* Number of seats

Please circle as appropriate:

Safety talk received: Yes / No

Safety DVD shown: Yes / No

Sat Nav: Yes / No

Coach: Executive / Standard *Don't know.*

Entertainment: Video DVD / None *Didn't work.*

Toilet: Yes / No

If yes, was it clean? Yes / No

Correct Uniform Worn: White company shirt or polo, black trousers, formal shoes: 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 *3*

to children *4*

Attitude/Cooperation during stay *4*

State of the coach *2*

Time keeping:

Arrival at school *1*

Excursions *1*

Drivers knowledge of visits *3*

Any additional comments:

- The DVD player didn't work which is hard on long journeys with children.*
- The driver ignored the sat-nav multiple times on the way to and from Versailles which led us into traffic and caused long delays (4 hours each way).*
- Some comments the driver made about other nationalities made me feel uncomfortable.*