

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: 23-27th September 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 (1)

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

All great, Very easy to use and navigate.

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 (1) (Emilie)

Preview visit to the centre?

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 welcome (1).....

Fire drill (1).....

Room allocation (1).....

Intro talk (1).....

Section 3 Centre Facilities

Pupil's accommodation (1).....

The grounds (1).....

Teacher's accommodation (1)++.....

Teachers lounge (1) (3).....

Washing & toilet facilities (1).....

Cleanliness/Hygiene (1).....

* Room 3 had a little drain smell.

Were there any accommodation problems?

None whatsoever.

Section 4 Meals

Were the meals of an adequate standard?

Yes.

Was there enough to eat?

Yes

What was the most / least enjoyed meal?

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

Were all dietary requirements catered for?

Yes - beautifully

Please rate the packed lunch meals: (1)

Any other comments?

We are always overwhelmed by the quality of food and care by the team. Nothing is too much trouble! Encore, un grand merci à Élodie, Françoise et Johnny! Incredibly personal care, as always.

Hear - hear!
See next page

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

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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 the instructors that have spent time with us have been fabulous. During the 'lost child' incident, Beth and Liam were professional and very impressive.

How do you rate the outdoor pursuits?

Campfire amazing as always!

How do you rate the outdoor pursuit equipment?

..... ↗

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?

..... ↘

Merci mille fois pour les croissants et les pains au chocolat!
Thanks also for the birthday cake for Grace. These extras are greatly appreciated. XX

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

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2- Very Good

3- Good

4- Acceptable

5- Poor

Section 6 Excursions N/A.

Excursion 1:..... (Name excursion)

How well did the excursion fulfil your expectations:

Enjoyment students:

Enjoyment teachers:

Suitability to your group:

Comments:

.....

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

How well did the excursion fulfil your expectations:

Enjoyment students:

Enjoyment teachers:

Suitability to your group:

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? We all enjoyed the whole experience. everything!

Which aspect of your stay was least satisfactory? Nothing! 😊

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

Will you be considering a further visit with *Manor Adventure*? Yes - next 2 booked!

Where did you hear of *Manor Adventure*? Word of mouth.

What were the reasons for choosing *Manor Adventure*? Excellent location, accomodation and personnel.

Which centre(s) did you visit last year? Wargy

What other visits does your school organise?

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

Some kind of outdoor shelter available near the campfire area. Perhaps long term, putting in an extra shower in the larger bathrooms, as one shower for 8 was a little tight (especially for the girls).

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 23-27th September
Drivers name Graham Number of seats 79/81

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 1 ~~2~~

to children 1 ~~2~~

Attitude/Cooperation during stay 1

State of the coach 1

Time keeping:

Arrival at school 1

Excursions 1

Driver's knowledge of visits 1

Any additional comments:

Graham is fabulous! We have asked him
to delay his retirement and make our trip
next year! 😊
He is a real asset to your company.