

Château du Broutel

Rue du Marais, 80120 RUE (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: 10 - 14 / 2 / 20 EMAIL:

ACCOMMODATION: Château / Ecurie / Normandy (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?

Haven't used it - I always ask Mandy!

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

Did he provide a fair description of our centre & product? NA

How was the Presentation Evening? NA

How did you rate our pre-visit administration?

UK.....1.....(Mandy)

Château.....2.....(Marie)

Preview visit to the centre? Not for 12 years!

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 welcome3.....

Fire drill3.....

Room allocation

Didn't see it - we were in teacher meeting

Intro talk4*.....

* Staff intro

3 - info re group numbers not upto date eg 38 chn 4 adults actually 50 chn 6 adults - Could already have copied multiple copies of room allocation codes for all staff.

Section 3; Centre Facilities

Pupil's accommodation2.....

The grounds1.....

Teacher's accommodation2*.....

Teachers loungeNot used.....

Washing & toilet facilities2.....

Cleanliness/Hygiene1.....

* Shelf + a hook in bathroom for towel etc for both adults.

Were there any accommodation problems?

Toilet didn't flush properly in Rm 48. Came to fix it, but still not working properly.

Section 4; Meals

Were the meals of an adequate standard?

Breakfast excellent

Lunch + Dinner adequate

Yes but not as good quality or as wide a range as used to be.

Was there enough to eat?

Salad bar good.

Yes

What was the most / least enjoyed meal?

Most: Breakfast.

Least: about needs lunch or dinner. Snails + frog's legs.

Were all dietary requirements catered for?

Yes.

Please rate the packed lunch meals:

Not eaten yet!

Any other comments?

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.....3.....

Friendliness.....3.....

A much more professional relationship + Outdoors this year 😊

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

All helpful - special thanks to those who helped + medical needs when Izy banged head + required ambulance - much appreciated!

How do you rate the outdoor pursuits?

2

How do you rate the outdoor pursuit equipment?

2 - wasn't enough always for our group of 13 - no left handed bows archery

What were your pupil's favourite outdoor pursuits?

Liked all

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?

Shorter, but clearer instructions before starting an activity to enable 2 turns per child on Zip wire / abseil etc.

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

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3- Good

4- Acceptable

5- Poor

Section 6; Excursions

Excursion 1: RAF Farnham market (name excursion)

How well did the excursion fulfil your expectations: 1

Enjoyment students: 1

Enjoyment teachers: NA - We are here for the children!

Suitability to your group: 1

Comments: /

Excursion 2: Rue Tour (name excursion)

How well did the excursion fulfil your expectations: 3

Enjoyment students: 2

Enjoyment teachers: NA - As above!

Suitability to your group: 2

Comments: History of Chateau super, factual info about Rue etc.

great, lovely visit to cafe & Supermarket.
We wouldn't tell the made up stories - no need - there is plenty of interesting factual information.

Excursion 3: Sweet shop & Dairy farm (name excursion)

How well did the excursion fulfil your expectations: 1

Enjoyment students: 1

Enjoyment teachers: NA - As above!

Suitability to your group: 1

Comments: Both fabulous - spot on - thank you!

Section 7; Overall Assessment

Which aspect of your stay was most enjoyed? Good mix of language / outdoor activities -
Something for everyone.

Which aspect of your stay was least satisfactory? Camp fire - unsafe walking

by water in slippery mud in pitch black. Too dark so far away from
Lack of safety instructions for toasting marshmallows. Chateau
How do you rate the course overall on a value for money basis? Fair Supervision - very easy for Chn
to have wandered off
un-noticed.

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

Where did you hear of *Manor Adventure*? Inspection Visit 12 years ago - this is
our 6th biennial visit

What were the reasons for choosing *Manor Adventure*?

Mixture of French language / cultural & outdoor adventure
& the opportunity to encourage Chn to travel abroad for the first time.
Which centre(s) did you visit last year?

We come here every two years + Y5/6 and
What other visits does your school organise? East Barnby + Y6

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

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 10-14 Feb 2020

Drivers name Wayne Number of seats 59

Please circle as appropriate:

Safety talk received: Yes / No

Safety DVD shown: Yes / No

Entertainment: Video / DVD / None

Toilet: Yes / No

If yes, was it clean? Yes / No - Haven't used

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 1

to children 1

Attitude/Cooperation during stay 1

State of the coach 1

Time keeping:

Arrival at school 1

Excursions 1

Drivers knowledge of visits 1

Any additional comments:

Fabulous - thank you so much for everything

A great driver makes such a difference to the
entire week.

We felt very safe throughout.

Please may we have Wayne next time.

Thank you for all the extra information throughout the visit.
Very accomodating.