

2024

**manor adventure**  
no one does school residential's better!

# COURSE REPORT FORM

*Château du Broutel*



Your views are very important to us. We would greatly appreciate five minutes of your time to complete and return this form to reception prior to your departure.

We hope you have enjoyed your stay with us!



# 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:..... 19 - 22 April ..... 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?... 2 .....

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

.....  
.....

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..... (Mandy)

Château..... (Marie)

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.....

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.....

Washing & toilet facilities .....1..... Cleanliness/Hygiene .....1.....

Were there any accommodation problems?

None - kids loved it! Safe  
secure & comfy lots of space.

## 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: all others Least: fish with sauce

Were all dietary requirements catered for?

1

Please rate the packed lunch meals: N/A

Any other comments?

Just a big well done.

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 / Animators?

Helpfulness.....1.....

Professionalism.....1.....

Friendliness.....1.....

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

Giuseppe - amazing! On last night  
he went above & beyond. What  
a super number of skill throughout.  
Thankyou, gracias, merci! Vous êtes  
super génial!

How do you rate the evening activities?

1

all other jacque  
Sally Leon  
Lilou

equally  
good. Great  
skill who  
made the  
stay! Stok!

What were your pupil's favourite evening activities?

1

Do you have any suggestions on how we could improve our product or evening activities?

None

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: River (name excursion)

How well did the excursion fulfil your expectations: 1

Enjoyment students: 2

Enjoyment teachers: 1

Suitability to your group: 1

Comments: Great!

Excursion 2: Lake (name excursion)

How well did the excursion fulfil your expectations: 2

Enjoyment students: 2

Enjoyment teachers: 1

Suitability to your group: 2 - weather made crossing cold - no reflection centre.

Comments: Could have given more explanation

of cause as some kids were confused. They are v. young in our groups. Sailing was amazing kids loved it!

Excursion 3: Swan (name excursion)

How well did the excursion fulfil your expectations: 1

Enjoyment students: 1

Enjoyment teachers: 1

Suitability to your group: 1

Comments: Can't improve great trip, fun host

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

1-Excellent

2- Very Good

3- Good

4- Acceptable

5- Poor

**Excursion 4:**..... (name excursion)

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

Enjoyment students: .....

Enjoyment teachers: .....

Suitability to your group: .....

Comments: .....

.....

**Excursion 5:**..... (name excursion)

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

Enjoyment students: .....

Enjoyment teachers: .....

Suitability to your group: .....

Comments: .....

.....

**Excursion 6:**..... (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? ..... Accommodation.....

..... great ..... staff so fun.....

Which aspect of your stay was least satisfactory? ..... Obstacle course -.....

..... too hard for young group (perfect for slightly older).....

How do you rate the course overall on a value for money basis? ..... 2 (always nice cheaper! 😊).....

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

Where did you hear of Manor Adventure? ..... On line google search.....

What were the reasons for choosing Manor Adventure? ..... At first availability -.....

..... now excellent service.....

Which centre(s) did you visit last year? ..... Wazy.....

What other visits does your school organise? ..... history, Science.....

..... Bushcraft, skiing.....

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

..... Wazy was not as good value as Brontel - significant differences.....  
..... still enjoy, animation, would choose Brontel for ongoing bookings.....

## 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? ..... Yes often asked e give positive feedback.....

Name:..... Name:.....

Address:..... Address:.....

.....

.....

.....

.....

## Section 9; Coach Report Form

School name ..... Date of stay ..... 19<sup>th</sup> - 22<sup>nd</sup> .....

Drivers name ..... Simon ..... Number of seats ..... Not sure .....

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

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:

Toilet would be nice but helpful  
driver stopped for us.  
Really wonderful driver made  
the stay pass so smoothly.