

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: [REDACTED]

PARTY LEADER: [REDACTED]

DATES: 8-12 Apr

EMAIL: [REDACTED]

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?

More info on details - not just "advertising"

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? Very good.

How did you rate our pre-visit administration?

UK 4-5 (Mandy)

Château ① (Marie)

Preview visit to the centre?

(just interested in invoice - not helpful/proactive to get details right which is so important with kids)

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 welcome1.....

Fire drill1.....

Room allocation1.....

Intro talk2.....

Section 3; Centre Facilities

Pupil's accommodation ...2.....

The grounds1.....

Teacher's accommodation ...2.....

Teachers lounge1.....

Washing & toilet facilities ...2.....

Cleanliness/Hygiene1.....

Were there any accommodation problems?

We did not realise we needed sleeping bags

We did not realise we had to pay visits

Admin in UK not specific enough - teachers are busy - we do this in our own time if don't have time to read through the

Section 4; Meals

small print

Were the meals of an adequate standard?

.....Yes.....

Was there enough to eat?

.....lots!.....

What was the most / least enjoyed meal?

Most:.....Least:..... Kids will always grumble but all food was generally well consumed.

Were all dietary requirements catered for?

.....Yes.....

Please rate the packed lunch meals:.....(2).....

Any other comments?

For a school trip food is very good ☺

We don't have many dietary needs

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?

Matty - ace on trip!
.....
.....
.....
.....

How do you rate the outdoor pursuits?

Excellent
.....

How do you rate the outdoor pursuit equipment?

.....

What were your pupil's favourite outdoor pursuits?

.....

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?

.....

.....

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: Wheat farm (name excursion)

How well did the excursion fulfil your expectations: great

Enjoyment students: 2

Enjoyment teachers: 2

Suitability to your group: 2

Comments:

Excursion 2: Snail farm (name excursion)

How well did the excursion fulfil your expectations: 1

Enjoyment students: 1

Enjoyment teachers: 1

Suitability to your group: 1

Comments: loved Antoine ;) ♡

Excursion 3: Chocolaterie (name excursion)

How well did the excursion fulfil your expectations: 2

Enjoyment students: 2

Enjoyment teachers: 2

Suitability to your group: 2

Comments: Very good - handy

Section 7; Overall Assessment

Which aspect of your stay was most enjoyed? loved great fun of evening activities

Which aspect of your stay was least satisfactory? Surprises! No bedding paying for → UK's fault

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

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

Where did you hear of *Manor Adventure*? marketing / mail

What were the reasons for choosing *Manor Adventure*? France experience

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

What other visits does your school organise?

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

Already mentioned!

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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