

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: 5-8 July 2019

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? Yes

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

N/A

.....

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

Did he provide a fair description of our centre & product? N/A

How was the Presentation Evening?

How did you rate our pre-visit administration?

UK Excellent (Mandy) Very helpful. Always ready to answer any questions.

Château Excellent (Marie)

Preview visit to the centre? No

fantastic

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 3

The grounds 1

Teacher's accommodation 2

Teachers lounge 1

Washing & toilet facilities 2

Cleanliness/Hygiene 1

Were there any accommodation problems?

..... No

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: Chorizo pasta Least: Spag bol

Were all dietary requirements catered for? 1

Please rate the packed lunch meals: Not had them 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.....1.....

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

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

..... Georgina v. good Sarah
.....
..... Matty H. Luke H
.....
.....

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?

..... Abseiling
.....

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: Snail farm (name excursion)

How well did the excursion fulfil your expectations: 1

Enjoyment students: 1

Enjoyment teachers: 2

Suitability to your group: 1

Comments:

Excursion 2: Bakery - Wlere Hfroy (name excursion)

How well did the excursion fulfil your expectations:

Enjoyment students:

Enjoyment teachers:

Suitability to your group:

Comments:

Will be done on way home

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? Berch tour visit. Shovel farm

Which aspect of your stay was least satisfactory? Le Touquet was short for coaches due to 10km race on Saturday afternoon - no advance notice of this

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

Will you be considering a further visit with *Manor Adventure*? 1 - We're coming back next year 😊

Where did you hear of *Manor Adventure*? Colleague

What were the reasons for choosing *Manor Adventure*? Excellent base in France

Which centre(s) did you visit last year? Château du Brantel

What other visits does your school organise?

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

An excellent stay thank you very much

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 [REDACTED] Date of stay 5-8 July
Drivers name Trevor Number of seats 83

Please circle as appropriate:

Safety talk received: Yes / No

Safety DVD shown: Yes / No - faulty

Sat Nav: Yes / No

Coach: Executive / Standard Driver

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

to children 1

Attitude/Cooperation during stay 1

State of the coach 1

Excellent

Time keeping:

Arrival at school 1

Excursions 1

Drivers knowledge of visits 1

Any additional comments:

Trevor was a fantastic driver. We worked with him last
year and want to book him for Friday 3 - Mon 6 July 2010
Love the double decker, please
We love Trevor