

# 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: 28/6/19 - 1/7/19 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? N/A - We've been before so didn't use the brochure  
How could we improve our website: [www.manoradventure.com](http://www.manoradventure.com)?

N/A

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 .....(Mandy)  
Château..... 1 .....(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 .....2.....

The grounds .....1.....

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

Teachers lounge .....1.....

Washing & toilet facilities .....1.....

Cleanliness/Hygiene .....1.....

Were there any accommodation problems?

one of the student rooms had a toilet which didn't flush upon arrival.  
this was fixed promptly thank you

## Section 4; Meals

Were the meals of an adequate standard?

Yes

Was there enough to eat?

Definitely

What was the most / least enjoyed meal?

Most: Lasagne Least: All OK

Were all dietary requirements catered for?

Yes One student who is no red meat and no milk couldn't eat the  
chicken with cheese on the 2nd night

Please rate the packed lunch meals:

Any other comments?

Good

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.....2

Friendliness.....1

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

Georgia was very helpful + friendly to us

How do you rate the outdoor pursuits?

Excellent

How do you rate the outdoor pursuit equipment?

Excellent

What were your pupil's favourite outdoor pursuits?

Orienteering

Are there any new outdoor pursuits you would like *Manor Adventure* to offer?

No, it's a broad 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: Battlefields + Musée du Somme (name excursion)

How well did the excursion fulfil your expectations: 1

Enjoyment students: 2

Enjoyment teachers: 2

Suitability to your group: 1

Comments: It's a great day. The younger female guide was less good at holding the pupils' attention than Alan who is wonderful. It was also very hot!

Excursion 2: ..... (name excursion)

St Valery sur Somme

How well did the excursion fulfil your expectations: 1

Enjoyment students: 1

Enjoyment teachers: 1

Suitability to your group: 1

Comments: A lovely town enjoyed by all

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? *It was all really good probably the evening activities*

Which aspect of your stay was least satisfactory? *None*

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*? *Have been here many times*

What were the reasons for choosing *Manor Adventure*? *Repeating a successful trip*

Which centre(s) did you visit last year? *Bristol*

What other visits does your school organise? *lots to UK attractions*

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 [REDACTED] Date of stay 28/6/19 → 1/7/19

Drivers name Trevor Number of seats double-decker

Please circle as appropriate:

Safety talk received:  Yes / No

Safety DVD shown:  Yes / No

Sat Nav:  Yes / No

Coach: Executive / Standard ? don't know any

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

Time keeping:

Arrival at school 1

Excursions 1

Drivers knowledge of visits 1

Any additional comments:

The driver makes the trip - thank you Trevor!