

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: 3-6 May 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? /

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

.....
.....

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

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?..... /

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 ...2.....

Cleanliness/Hygiene ...2.....



Were there any accommodation problems?

No handwash in toilets in Château (Bar) or Dining Hall.
Every little problem we had was dealt with quickly and efficiently.
Cold in Normandy block: heating // extra duvet in teacher's rooms

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:.....Least:.....

Were all dietary requirements catered for?

Yes - it would be more reassuring if we could have assurance

Please rate the packed lunch meals: 3 - too much fruit / biscuits given

Any other comments? sandwiches boxes not labelled so hard to see where

that food for Celiac people or Gluten-free was

prepared away from any other flour products. ~~Also~~ Also

no desserts were provided for them, apart from fruit.

One girl allergic to apple/pears/oranges and no other fruit provided.

the vegetarian sandwiches are.

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?

All of the instructors who went on the Rue tour
were excellent!
Ali + Brad

How do you rate the outdoor pursuits?

n/a but evening activities were 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?

Before the Rue tour, it would be great if instructors could check the school's agreed rules and be consistent with them. For example, when children go round the market by themselves, our rule is groups of 4. Some instructors said 3 and it was confusing for the children.

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: Rue Tour (name excursion)

How well did the excursion fulfil your expectations: 1

Enjoyment students: 1

Enjoyment teachers: 1

Suitability to your group: 1

Comments: see comments on previous page

Excursion 2: Coves (name excursion)

How well did the excursion fulfil your expectations: 1

Enjoyment students: 1/2

Enjoyment teachers: 1

Suitability to your group: 2

Comments: /

Excursion 3: Bakery / Wheat Farm / 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: /

Section 7; Overall Assessment

Which aspect of your stay was most enjoyed? Bottle of Somme

Which aspect of your stay was least satisfactory? arrangements for food; lack of

variety in packed lunches // puddings for Coeliac/allergies //
toasts for breakfast // alternative fruit for people allergic to apples/pears/oranges

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

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

Where did you hear of Manor Adventure? we have been coming for a number of years.

What were the reasons for choosing Manor Adventure? enjoyment from previous
trips.

Which centre(s) did you visit last year? The same

What other visits does your school organise? Homestays in Paris + Salamanca,
exchange in Munich, China, Disneyland Paris

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

In this centre, for the French Experience visit, it would
be great if more French could be included around the
site and in evening activities (ex: food labelled in French,
simple instructions in French, songs at campfire in French)

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:.....

.....

.....

.....

.....

Section 9; Coach Report Form

School name [redacted] Date of stay 3-6 May
Drivers name Trevor + Brant Number of seats Coach 2: 59
Coach 4: 49

Please circle as appropriate:

Safety talk received: ^{Coach 2} Yes ^{Coach 4} No Safety DVD shown: Yes ¹⁺² No
Sat Nav: Yes / No Coach: Executive / Standard
Entertainment: Video / DVD / None + music
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: Trevor / Brant

Friendliness to teachers T: 2 / B: 1 to children T: 2 / B: 1

Attitude/Cooperation during stay B: 1 State of the coach B: 1
T: 2 T: 1

Time keeping:

Arrival at school 1 Excursions 1

Drivers knowledge of visits Brant: first time here, came round with us on the visit
Trevor

Any additional comments:

Brant: very accommodating + keen to please