

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 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? 2

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? Yes (he didn't mention sleeping bags).

How was the Presentation Evening? N/A.

How did you rate our pre-visit administration?

UK 1 (Mandy)

Château 1 (Marie)

Preview visit to the centre? 1

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 talk1

Section 3; Centre Facilities

Pupil's accommodation2

The grounds1

intermittent wifi
Teacher's accommodation2

Teachers lounge1

Washing & toilet facilities3

Cleanliness/Hygiene1

cold showers am.

Were there any accommodation problems?

- Rooms a little cold
- Water cold in morning
- A child sleepwalked (can we have a stair gate at top of stairs?)

Section 4; Meals *Or an alarm on outside door?*

Were the meals of an adequate standard?

Was there enough to eat?

More bread needed please

What was the most / least enjoyed meal? *Breakfasts + salad bar good!*

Most: *Lasagne* Least: *ham/cheese fritters*

Were all dietary requirements catered for?

Yes - although confusion over nut traces in birthday cake.

Please rate the packed lunch meals: *Excellent - Would be good*

Any other comments?

*to choose baguette filling.
More authentic French food lunch + evening please. Light salad starters?*

Less greasy meat. Desserts less rich /

Stodgy - ie yoghurts or prepared fruit. PTO →

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?

Georgia, Gael & all others working with
on groups. Needed to introduce themselves
to staff please.

How do you rate the outdoor pursuits? Evening activities: quiz,

~~quiz~~ camouflage & campfire great.

How do you rate the outdoor pursuit equipment?

N/A

What were your pupil's favourite outdoor pursuits?

Camouflage

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

No thanks.

Do you have any suggestions on how we could improve our product or outdoor pursuits?

Cleaner timings and meal &
excursions times made clear before
trip please.

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: Chocolaterie (name excursion)

How well did the excursion fulfil your expectations: Fairly well

Enjoyment students: Good

Enjoyment teachers: Reasonable

Suitability to your group: Nut allergy child had reaction from air-borne nuts.

Comments: Nut chocolates only offered to students,

despite us having nut-allergy children.

Excursion 2: Les Sucres herikrois (name excursion) prezable, I had the chocolate for them.

How well did the excursion fulfil your expectations: Excellent

Enjoyment students: Excellent

Enjoyment teachers: "

Suitability to your group: "

Comments: Reasonable, traditional, friendly.

Excursion 3: Market (name excursion)

How well did the excursion fulfil your expectations: Excellent

Enjoyment students: Excellent

Enjoyment teachers: "

Suitability to your group: "

Comments: Superb support from instructors.

Great advice to kids + excellent safety tips.

Section 7; Overall Assessment

Which aspect of your stay was most enjoyed? *Market, bee museum,*
Rover

Which aspect of your stay was least satisfactory?

Timings of meals/excursion link ups

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

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

Where did you hear of *Manor Adventure*? *A friend*

What were the reasons for choosing *Manor Adventure*?

Location. Excursions. Reputation.

Which centre(s) did you visit last year? *None*

What other visits does your school organise? *Too many to mention.*

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

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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 3-6 2019

Drivers name LEN Number of seats

Please circle as appropriate:

Safety talk received: Yes / No

Safety DVD shown: Yes / No

Sat Nav: Yes / No

Coach: Executive / Standard

Entertainment: Video / DVD / None Possible

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 teachers¹

to children¹

Attitude/Cooperation during stay¹

State of the coach¹

Time keeping:

Arrival at school¹

Excursions¹

Drivers knowledge of visits¹

Any additional comments:

Superb housekeeping & Excellent knowledge of
area & visits. Friendly.