

# 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: 20/5 - 24/5

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](http://www.manoradventure.com)

.....  
.....

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..... 2 .....(Mandy)

Château..... 2 .....(Marie)

Preview visit to the centre?..... BEEN BEFORE

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 .....1.....

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

Were there any accommodation problems?

ONE SHOWER BUT TOLD OFFICE AND DEALT WITH  
NOT WORKING  
PROPERLY

## Section 4; Meals

Were the meals of an adequate standard?

YES

Was there enough to eat?

YES

What was the most / least enjoyed meal?

Most: BEEF STEW ..... Least: CROQUE MONSIEUR

Were all dietary requirements catered for?

YES

Please rate the packed lunch meals: N/A

Any other comments?

breakfast cereal could be less sugary types  
such as shreddies / weetabix

MORE VEGETABLES (COOKED)

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?

Ali J James  
Luke  
George Au we met were great  
Curtis (can't remember all names)

How do you rate the outdoor pursuits?

1

How do you rate the outdoor pursuit equipment?

1

What were your pupil's favourite outdoor pursuits?

Paddle boarding and zip wire

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?

None

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 TOWN (name excursion)

How well did the excursion fulfil your expectations: Yes

Enjoyment students: 1

Enjoyment teachers: 1

Suitability to your group: 1

Comments: .....

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

How well did the excursion fulfil your expectations: .....

Enjoyment students: .....

Enjoyment teachers: .....

Suitability to your group: .....

Comments: .....

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? security and trust of knowing children in safe environment with good activities run by excellent instructors

Which aspect of your stay was least satisfactory? None

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 IN TWO YEARS

Where did you hear of Manor Adventure? PREVIOUS VISIT

What were the reasons for choosing Manor Adventure? QUALITY OF INSTRUCTORS / FACILITIES / PREVIOUS GOOD EXPERIENCE

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

What other visits does your school organise? WE GO TO DIFFERENT PLACE ALTERNATE YEARS SO CULTURAL ONE YEAR / ACTIVITY NEXT

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

MOTION LIGHTS ON LANDING IN CHATEAU needs switch to override as if teachers want to stay in landing in evening

## 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 20/5 - 24/5

Drivers name BK 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

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 2

to children 2

Attitude/Cooperation during stay 2

State of the coach 2

Time keeping:

Arrival at school 2

Excursions N/A

Drivers knowledge of visits 2 (there or back only)

Any additional comments:

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