

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: 21 - 25/10/19

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? not used as it is a repeat visit

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

website is very good.

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? N/A

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 welcome1.....

Fire drill

Room allocation1.....

Intro talk1.....

Section 3; Centre Facilities

Pupil's accommodation1.....

The grounds1.....

Teacher's accommodation1.....

Teachers lounge1.....

Washing & toilet facilities1.....

Cleanliness/Hygiene1.....

Were there any accommodation problems?

The Chateau cat excreting outside
rooms 32/33 + room 33 having a
peculiar smell.

Section 4; Meals

Were the meals of an adequate standard?

Yes - although packed lunches on our
Some day didn't have enough
Was there enough to eat? crisps - only 30 not
Yes. 34.

What was the most / least enjoyed meal?

Most: Beef Stew Least:

Were all dietary requirements catered for?

Yes

Please rate the packed lunch meals: See above. Other than

Any other comments? That 1.

We requested information about the
packed lunch baguettes on arrival for
a child with an epipen (egg + nut allergy).
I pushed for this on two more occasions
with matty but didn't get a definitive
answer.

Please score on the following basis if not making any comment:

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2- Very Good

3- Good

4- Acceptable

5- Poor

Section 5; Centre staff & Outdoor Pursuits

How do you rate the Centre Staff / Instructors?

Helpfulness.....2

Professionalism.....2

Friendliness.....

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

Gael - excellent instructor for paddleboarding + climbing
Kieran L - fantastic tour guide. Children + adults engaged throughout.
Matty H - rifle shooting - clear, precise instructions
Sarah - fantastic fun for children and very professional and helpful.

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, climbing

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?

Something / more things for children to do whilst waiting to do an activity (ie: archery + rifle shooting)

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: market Etaples (name excursion)

How well did the excursion fulfil your expectations: 1

Enjoyment students: 1

Enjoyment teachers:

Suitability to your group: 1

Comments: Good excursion

Excursion 2: The Somme Day (name excursion)

How well did the excursion fulfil your expectations: 1

Enjoyment students: 1

Enjoyment teachers: 1

Suitability to your group: 1

Comments: Excellent. Driver was fantastic.

Very knowledgeable + helpful + accompanied us.

Excursion 3: Rue town tour (name excursion)

How well did the excursion fulfil your expectations: 1

Enjoyment students: 1

Enjoyment teachers: 1

Suitability to your group: 1

Comments: Great tour.

Section 7; Overall Assessment

Which aspect of your stay was most enjoyed? *Being in the Chateau and the programme organisation.*

Which aspect of your stay was least satisfactory?

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

Will you be considering a further visit with *Manor Adventure*? *Possibly - TBC*

Where did you hear of *Manor Adventure*? *Repeat visit*

What were the reasons for choosing *Manor Adventure*? *As above*

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

What other visits does your school organise? *PGL^(OK) and Surrey Outdoor Learning residential*

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

A daily check-in from someone / an instructor would have been nice

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 21 - 25/10/19

Drivers name Steve 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 teachers1..... to children1.....

Attitude/Cooperation during stay1..... State of the coach1.....

Time keeping:

Arrival at school1..... (circumstances of control for driver for late arrival) Excursions1.....

Drivers knowledge of visits1.....

Any additional comments:

Fantastic, helpful driver who is really friendly and approachable and has really made our visit. He has accompanied us on our battlefields tour and was very happy to share his knowledge with staff + children. The DVD on the outward journey for this day was excellent + really helped the children's learning. The addition of the Etaples cemetery on his recommendation was also great.