

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: 21-25th October EMAIL:

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? 3

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

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

Did he provide a fair description of our centre & product? n/a

How was the Presentation Evening?

How did you rate our pre-visit administration?

UK.....(Mandy) very
Château.....(Marie) good.
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 3

Fire drill 2

Room allocation 2

Intro talk 3

Section 3; Centre Facilities

Pupil's accommodation 2

The grounds 1

Teacher's accommodation 2

Teachers lounge 3

Washing & toilet facilities 2

Cleanliness/Hygiene

cats + no
fresh milk,
only coffee
milk

Were there any accommodation problems?

• mice in Normandy house

Section 4; Meals

Were the meals of an adequate standard?

Generally no

Was there enough to eat?

No. Twice the selection was not available as they ran out of food. Many children went hungry as they didn't like what was on offer, especially the vegetarian option.
What was the most / least enjoyed meal?
Most: burger + chips
Least: sausage meal.

Were all dietary requirements catered for?

yes

Please rate the packed lunch meals: 2

Any other comments?

We were told to order packed lunches but

this didn't happen. They were all done and we were told we didn't need to order.

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.....2

generally

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

Kayal - really engaging + encouraging.
Truly amazing, wish we had him all week.

How do you rate the outdoor pursuits?

2.

How do you rate the outdoor pursuit equipment?

2. generally - the climbing wall had parts missing

What were your pupil's favourite outdoor pursuits?

abseiling.

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

n/a

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

all instructors to be as engaging & motivating as kayal. - a great role model!

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: Sweet factory (name excursion)

How well did the excursion fulfil your expectations: 4

Enjoyment students: 4

Enjoyment teachers: 4

Suitability to your group: 4

Comments: whole talk was conducted in French
and not great value for money

Excursion 2: Disney (name excursion)

How well did the excursion fulfil your expectations: 2

Enjoyment students: 1

Enjoyment teachers: 2

Suitability to your group: 1

Comments:

Excursion 3: Nausicaa (name excursion)

How well did the excursion fulfil your expectations: 1

Enjoyment students: 1

Enjoyment teachers: 2

Suitability to your group: 1

Comments:

Section 7; Overall Assessment

Which aspect of your stay was most enjoyed? trips + activities

Which aspect of your stay was least satisfactory?

the food.

How do you rate the course overall on a value for money basis? 4

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

Where did you hear of *Manor Adventure*? used before

What were the reasons for choosing *Manor Adventure*? recommended.

Which centre(s) did you visit last year? n/a

What other visits does your school organise?

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

the sport bag of equipment requested
was never given 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 21-25th October
Drivers name Nathan 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 1

Time keeping:

Arrival at school 1

Excursions 1

Drivers knowledge of visits 1

Any additional comments:

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