

**manor adventure**  
no one does school residentials' better!

# COURSE REPORT FORM

*Château de Warsy*



Your views are very important to us. We would greatly appreciate five minutes of your time to complete and return this form to reception prior to your departure.

We hope you have enjoyed your stay with us!

# Château de Warsy

7 Rue du Château, 80500 WARSY (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 .....

PARTY LEADER: .....

DATES: 13-17 May .....

EMAIL .....

ACCOMMODATION: Château / Grange / POD Village (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.....1.....(Mandy)

France.....1.....(Marie)

Preview visit to the centre? N/A .....

*Thank you both!*

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 .....3/4.....

Intro talk .....1.....

A map of dorms would be good with children with needs - **Section 3; Centre Facilities** before we arrived.

Pupil's accommodation .....1.....

The grounds .....1.....

Teacher's accommodation .....1.....

Teachers lounge .....2 (Sink or more water).....

Washing & toilet facilities .....1.....

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

Were there any accommodation problems?

No

### Section 4; Meals

Were the meals of an adequate standard?

Yes for the children

Was there enough to eat?

Yes

What was the most / least enjoyed meal?

Most: PIZZA (children) Least: ?

Were all dietary requirements catered for?

Yes except vegan lunch - no protein.

Please rate the packed lunch meals: 2

Any other comments?

The staff would have liked more fresh vegetable. Core slaw and salad was good. Dressing on the salad would have been good. (We appreciate children are fussy!)

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 / Animators?

Helpfulness...1.....

Professionalism...1.....

Friendliness...1.....

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

Anna was great. Very helpful  
and friendly.

How do you rate the evening activities?

1

What were your pupil's favourite evening activities?

Campfire and petanque.  
Blind trail and orienteering.

Do you have any suggestions on how we could improve our product or evening activities?

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: ALBERT MUSEUM #  
SOMMA (name excursion)

How well did the excursion fulfil your expectations: 1

Enjoyment students: 2

Enjoyment teachers: 1

Suitability to your group: 2

Comments: For future the  
for some children  
the day was too  
long.

Excursion 2: BATTLE FIELD (name excursion)

How well did the excursion fulfil your expectations: 1

Enjoyment students: 1

Enjoyment teachers: 1

Suitability to your group: 1

Comments: The Guide was excellent.

Excursion 3: AMIENS (name excursion)

How well did the excursion fulfil your expectations: 1

Enjoyment students: 1

Enjoyment teachers: 1

Suitability to your group: 1

Comments: The market was one of the  
highlights for the children.

A relaxing afternoon at the chateau  
was good too.

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

1-Excellent

2- Very Good

3- Good

4- Acceptable

5- Poor

Excursion 4: CAVES..... (name excursion)

How well did the excursion fulfil your expectations: 1.....

Enjoyment students: 2.....

Enjoyment teachers: 1.....

Suitability to your group: 2.....

Comments: A very unusual place to visit -  
in a good way!

Excursion 5: GO APE..... (name excursion)

How well did the excursion fulfil your expectations: 1.....

Enjoyment students: 1.....

Enjoyment teachers: 1.....

Suitability to your group: 1.....

Comments: We had french speakers in our  
group which was needed.

Excursion 6:..... (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? *The children enjoyed*

*Amiens, the Go Ape and time at the Chateau.*

Which aspect of your stay was least satisfactory? */*

How do you rate the course overall on a value for money basis? *2*

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

Where did you hear of *Manor Adventure*? *Renais year group visit*

What were the reasons for choosing *Manor Adventure*?

Which centre(s) did you visit last year? *Chateau Du Brotel*

What other visits does your school organise? *PGL / museums /  
faml/camping.*

Do you have any further comments which you feel would be useful 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 ..... Date of stay 13/17 May  
Drivers name Keiran ..... Number of seats ? (35 in party - plenty of room)

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

Correct Uniform Worn: White company shirt or polo, black trousers, formal shoes:  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 ...1.....

to children ...1.....

Attitude/Cooperation during stay ...1.....

State of the coach ...1.....

Time keeping:

Arrival at school ...1.....

Excursions ...1.....

Drivers knowledge of visits ...1.....

Any additional comments:

Keiran (and Vicky) were fantastic!  
They were very friendly, flexible and  
helpful. Can't recommend or thank  
them enough