

# Château de Warsy

7 Rue du Château, 80500 WARZY (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: 15<sup>th</sup> - 19<sup>th</sup> July .....

EMAIL: [REDACTED] .....

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;

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

How was the Presentation Evening? .....

How did you rate our pre-visit administration?

UK Excellent (Caroline)

Château Excellent (Emilie)

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 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?

.....  
.....

## Section 4 Meals

Were the meals of an adequate standard?

..... Amazing - Nothing was too much trouble

Was there enough to eat?

..... We are going home a stone heavier

What was the most / least enjoyed meal? They liked it all and gave different

Most:..... Least: answers

Were all dietary requirements catered for?

..... Yes

Please rate the packed lunch meals: Haven't had it yet but will be fab

Any other comments?

.....  
.....

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?

Beth - able to adapt session, some sessions were too slow to get started - NOT BETH!!  
Eli, Liam, Tristan, Matty

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?

Ones on the water and crate stacking

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

They would like a zip wire!

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

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:**..... (Name excursion)

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

Enjoyment students: .....

Enjoyment teachers: .....

Suitability to your group: .....

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? ..... *All enjoyed* .....

Which aspect of your stay was least satisfactory? ..... *Nothing* .....

How do you rate the course overall on a value for money basis? ..... *Very good value* .....

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

Where did you hear of *Manor Adventure*? ..... *Been for years* .....

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

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

What other visits does your school organise? ..... *All sorts* .....

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:.....

# Section 9 Coach Report Form

School name ..... Date of stay *15th - 19th July*

Drivers name *Wayne* ..... Number of seats *59*

Please circle as appropriate:

Safety talk received  Yes / No

Safety DVD shown: Yes /  No

Sat Nav  Yes / No

Coach: Executive / Standard  
*Don't know very nice*

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 ..... *1*

to children ..... *1*

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

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

Time keeping:

Arrival at school ..... *2*

Excursions ..... *N/A*

Driver's knowledge of visits .....

Any additional comments:

.....  
.....  
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.....  
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