

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: [REDACTED]

PARTY LEADER: [REDACTED]

DATES: 10th - 14th June

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 - (2)

How could we improve our website: 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) (Caroline)

Château (2) (Emilie)

Preview visit to the centre? NO

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?

- variable

some (1)
some (4)

Helpfulness.....

Professionalism.....

Friendliness.....

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

- Enjoyment of activities depended upon enthusiasm & energy of staff - this was variable. We felt the evening activities were poorly planned or organised.

How do you rate the outdoor pursuits?

(2)

How do you rate the outdoor pursuit equipment?

(2)

What were your pupil's favourite outdoor pursuits?

Paddle boarding.

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?

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

3

Intro talk

2

Section 3 Centre Facilities

Pupil's accommodation

3

The grounds

2

Teacher's accommodation

2

Teachers lounge

3

Washing & toilet facilities

2

Cleanliness/Hygiene

2

Were there any accommodation problems?

No - however pods not ideal for younger children.

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: Pizza (children) Least: Curry (children)

Were all dietary requirements catered for?

Yes

Please rate the packed lunch meals:

2

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 6 Excursions

Excursion 1: Bathfields (Name excursion)

How well did the excursion fulfil your expectations: (2)

Enjoyment students: (3)

Enjoyment teachers: (2)

Suitability to your group: (3)

Comments: Wayne really helped to structure the excursion
& bring things to life.

Excursion 2: Amiens (Name excursion)

How well did the excursion fulfil your expectations: (2)

Enjoyment students: (2)

Enjoyment teachers: (2)

Suitability to your group: (2)

Comments: Really enjoyed cathedral.

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? paddle boarding

Which aspect of your stay was least satisfactory? evening activities / some
activity leaders.

How do you rate the course overall on a value for money basis? (3)

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

Where did you hear of *Manor Adventure*? /

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

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

What other visits does your school organise?

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 ... [redacted] ... Date of stay ... 10-14th ...
Drivers name ... Wayne ... 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 ... 1

to children ... 1

Attitude/Cooperation during stay ... 1

State of the coach ... 1

Time keeping:

Arrival at school ... 1

Excursions ... 1

Driver's knowledge of visits ... 1

Any additional comments:

Wayne was outstanding. V. professional & happy to accommodate. He enjoyed sharing his knowledge on WH1 & made the excursion v. enjoyable.

Many thanks Wayne!