

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: 26th - 28th 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? N/A

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

..... a video from the point-of-view of a
..... child visiting Warsy

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

Did he provide a fair description of our centre & product? ✓ 1

How was the Presentation Evening? N/A

How did you rate our pre-visit administration?

UK 1 (Caroline)

Château (Emilie)

Preview visit to the centre? N/A

we had a few issues as the email did not seem to work and my attached documents did not / could not get through. on Emilie seems to be stretched and we didn't always get good communication.

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

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3- Good

4- Acceptable

5- Poor

Section 2 Arrival

General welcome1.....

Fire drill1.....

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?

.....Door on female teacher's loo - locking is
erratic.....

.....There was no soap in dispensers for
children but this was quickly rectified
when I spoke with cleaners - thank you.....

Section 4 Meals

Were the meals of an adequate standard?

.....1.....

Was there enough to eat?

.....Yes - some children asked for more and
most times were allowed seconds.....

What was the most / least enjoyed meal?

.....Pupils -> Most: pizza/burgers ^{stuff} Least: sausage.....

Were all dietary requirements catered for?

.....Yes.....

Please rate the packed lunch meals: 1

Any other comments?

- Impressed by kitchen ladies who checked very carefully who was getting what food when so many of our pupils have allergies.
- Chef was so accommodating and helpful.

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?

- Grace took extra time to help Chrystie and John overcome extreme reluctance to get on paddle board. Chrystie have severe special needs
- Beth's manner with the children was lovely - calm + reassuring
- Tristan was wonderful + laundered Harris' clothes for us.

How do you rate the outdoor pursuits?

1 Excellent -> the weather helped too!

How do you rate the outdoor pursuit equipment?

1 + very organised

What were your pupil's favourite outdoor pursuits?

They liked it all esp + paddle boarding + crate stacking

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?

We liked the walk and think it could be developed even more

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

1-Excellent

2- Very Good

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4- Acceptable

5- Poor

Section 6 Excursions

Excursion 1: Mare's Fishing (Name excursion)

museum

How well did the excursion fulfil your expectations: 1

Enjoyment students: 1

Enjoyment teachers: 1

Suitability to your group: 1

Comments: We were given the wrong price so I
brought the wrong amount of money. Had to
negotiate with centre staff + I got a reduction.

Excursion 2: Snail Farm (Name excursion)

How well did the excursion fulfil your expectations: 1

Enjoyment students: 1

Enjoyment teachers: 1

Suitability to your group: 1

Comments: lovely farmer great talk

Excursion 3: Parc Astérix (Name excursion)

How well did the excursion fulfil your expectations: 1

Enjoyment students: 1

Enjoyment teachers: 1

Suitability to your group: 1

Comments:

Section 7 Overall Assessment

Which aspect of your stay was most enjoyed?

Which aspect of your stay was least satisfactory? lack of shade for

stuff table in port area - we moved tables to shade but a parasol

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

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

Where did you hear of *Manor Adventure*? from another school

What were the reasons for choosing *Manor Adventure*? personal, friendly,

classy, company

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

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:.....

Section 9 Coach Report Form

School name [REDACTED] Date of stay 26th - 28th June

Drivers name Geof Number of seats 52

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:

Much more accomodating than previously
and very friendly