

# 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: 24<sup>th</sup> June - 28<sup>th</sup> June 19

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? ..... 3

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? ..... 3

How was the Presentation Evening? ..... 2

How did you rate our pre-visit administration?

UK..... 1 .....(Caroline)

Château..... 1 .....(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 .....3.....

Fire drill .....4.....

Room allocation .....1.....

Intro talk .....4.....

## Section 3 Centre Facilities

Pupil's accommodation .....4.....

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

Teacher's accommodation .....3.....

Teachers lounge .....4.....

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

Cleanliness/Hygiene .....3.....

Were there any accommodation problems?

Blood on the boys' shower door. Far too hot in the pods and no fans. Fly nets on doors/windows. Lighting was poor.

## Section 4 Meals

Were the meals of an adequate standard?

2

Was there enough to eat?

4

What was the most / least enjoyed meal?

Most: Pizza-chicken wings ..... Least: Tandoori pork

Were all dietary requirements catered for?

3

Please rate the packed lunch meals: 3

Any other comments?

Better fillings in the sandwiches. Weather did not help.  
Variety of flavours of crisps. Some kids were still hungry after the packed lunch. In previous locations, staff have been provided ~~meals~~ wine at meal times.

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 3.....

Professionalism 2.....

Friendliness 2.....

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

No, they did not always explain the activities very well for the children. Some confusion among pupils and staff regarding instructions.  
However, Andrew was exceptional when assisting with hospital visit.

How do you rate the outdoor pursuits?

n/a

How do you rate the outdoor pursuit equipment?

n/a

What were your pupil's favourite outdoor pursuits?

n/a

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?

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 6 Excursions

Excursion 1: Battlefield Somme (Name excursion)

How well did the excursion fulfil your expectations: 2

Enjoyment students: 1

Enjoyment teachers: 2

Suitability to your group: 3

Comments: It could have been made better with a proper guide, Timings were a bit off

Excursion 2: 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: Loved it!

Excursion 3: Town/market & goat farm (Name excursion)

How well did the excursion fulfil your expectations: 3/4 / 1

Enjoyment students: 3/3 / 1

Enjoyment teachers: 4 / 1

Suitability to your group: 3 / 1

Comments: Less time for market more time for guided

tour as Beth + Tristan were very good.

Children enjoyed visit to goat farm a lot. Lady was very helpful. We were pleased children did not visit cafe as it was too busy.

## Section 7 Overall Assessment

Which aspect of your stay was most enjoyed? *Watching the ~~group~~ children grow as individuals*

Which aspect of your stay was least satisfactory? *Evening activities were more aimed for primary children.*

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

Will you be considering a further visit with *Manor Adventure*? *No*

Where did you hear of *Manor Adventure*? *Ian Ward*

What were the reasons for choosing *Manor Adventure*? *Ian Ward*

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

What other visits does your school organise? *A lot of different activities both locally and abroad*

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

*The whole experience would be more appropriate for younger children.*

## 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 ..... 7 23<sup>rd</sup> - 29<sup>th</sup> June  
Drivers name Steve ..... Number of seats 55 .....

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 ..... 3 .....

to children ..... 4 .....

Attitude/Cooperation during stay ..... 2 .....

State of the coach ..... 2 .....

Time keeping:

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

Excursions ..... 3 .....

Driver's knowledge of visits ..... 3 .....

Any additional comments:

At times timings were wrong at different excursions  
as we had either too much time at certain  
places or lack of time