

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: 20-24/5/19

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? Yes

How could we improve our website: 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? 1

How was the Presentation Evening? 1

How did you rate our pre-visit administration?

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

Château.....1.....(Emilie)

Preview visit to the centre?.....1.....

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?

NO

Section 4 Meals

Were the meals of an adequate standard?

YES - 1

Was there enough to eat?

YES - 1

What was the most / least enjoyed meal?

Most: PASTA / CORNO MEAT Least: CHILI LEMON PORK

Were all dietary requirements catered for?

YES - BUT RAN OUT OF VEGGIE PASTA

Please rate the packed lunch meals: 2

Any other comments? EXCELLENT FOOD - CHEF IS FAB + ALWAYS CATERED FOR US. THANK

- 1) MAYBE ~~THAN~~ YOU THANK YOU!
- 2) LIMIT SELECTION OF SUGARY CEREALS IN MORNING
- 3) PRE-KNOW (HIN) TEACHERS RE. FROGS' LEGS + SWANS (KOSHER, ALLERGIES ETC.)

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?

BEM, TRISTAN, LIAM AND EVERYONE
HAS BEEN REALLY CAREFUL

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?

1.....

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

NO.....

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: GOAT FARM (Name excursion)

How well did the excursion fulfil your expectations:

Enjoyment students: 1

Enjoyment teachers: 2

Suitability to your group: 2

Comments:

Excursion 2: AMIEVS MARKET (Name excursion)

How well did the excursion fulfil your expectations: 2

Enjoyment students: 2

Enjoyment teachers: 2

Suitability to your group: 3

Comments: WARN GIRLS/KN, ABOUT PROVISION OF
GOODS (BB GUNS, VAPE STICKS ETC)

Excursion 3: CHOCOLATE FACTORY (Name excursion)

How well did the excursion fulfil your expectations: 2

Enjoyment students: 1

Enjoyment teachers: 2

Suitability to your group: 2

Comments: INFORMATIVE TALK, LÉONIC WAS
GREAT BUT SHOP BUYING EXPERIENCE
WAS CHAOTIC - THEY RAN OUT OF MANGE

Section 7 Overall Assessment

Which aspect of your stay was most enjoyed? STAFFING - CARING, KIND

OVERALL RELAXED ATMOSPHERE AND
LOTS TO DO.

Which aspect of your stay was least satisfactory?

MAYBE A OPTION OF PROVISIONS TO MINIMISE
MOSQUITOS IN POND.

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*? SCOUTS

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

OUR ITINERARLY - 1 SCOUTS

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

What other visits does your school organise? NORFOLK

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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.....

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Section 9 Coach Report Form

School name NASS GIRLS Date of stay 20-24/5/19

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

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

State of the coach

Time keeping:

Arrival at school 1

Excursions 1

Driver's knowledge of visits 1

Any additional comments:

WAYNE WAS A LEGEND - REALLY
KIND, SUPPORTIVE AND ADAPTABLE