

Bass Week 2011 Feedback

BOOKING, RECEPTION & ARRIVAL

Q1) Did you pre-book, take advantage of the discount?

YES	93%
NO	7%

Q2) Did you receive sufficient information on the event?

YES	98%
NO	2%

Q3) When you arrived on site did you receive sufficient information on the event?

YES	89%
NO	0%
DON'T KNOW/DIDN'T READ IT	7%

Q4) Upon arrival were you happy with the welcome and initial instructions given?

YES	98%
NO	0%

Q5) Were the reception cabin opening times adequate?

YES	83%
NO	0%
DIDN'T NEED IT	17%

General comments on booking/reception

r05t: All fine

r05t: All good - it all appears v organised when I turn up and am handed a full programme of events in a special bag...with a pen too.

r05t: All went smoothly with good cooperation on pitch allocation thanks.

r05t: Arrived on Monday about 1200 and cabin was closed but luckily bumped into someone who gave me my envelope

r05t: excellent

r05t: Friendly people Brilliant!!

r05t: good very well put to gether thank you jeffrey robinson

r05t: It was fine.

r05t: Straight forward and easy - all appeared v organised as I was handed all information in a special bag

r05t: Very efficient, and delivered with a smile. I really couldn't imagine improving it.

r05t: Very good

r05t: very good,loved the bass for life bag but can't persuade the kids to let me have it!

r05t: Very helpful and efficient, even when we changed boats at the last minute!

r05t: Very laid back and easy because the people involved knew what was going on.

CAMPING/CARAVANNING

Q6) How long did you stay on site?

9 DAYS	59%
WEEKEND(S)	0%
WEEK DAYS	7%
ONE/TWO NIGHTS	7%
Q7) Where did you stay	
TENT	43%
CARAVAN	13%
MOTORHOME	11%
OFF SITE	22%
Q8) Where did you camp?	
BACK FIELD	30%
MIDDLE FIELD	26%
FAMILY CAMPING AREA BY THE LAKE	11%
DUBWATH FIELD	0%
Q9) Did you have sufficient space around your tent?	
YES	61%
NO	2%
Q10) Did you make use of the family only camping area?	
YES	11%
NO	57%
Q11) Would you be happy to camp in Dubwath field in future years?	
YES	15%
NO	26%
DON'T KNOW	26%
Q12) Was there adequate parking this year?	
YES	78%
NO	13%
Q13) We introduced some designated parking areas this year. Did you make use of the designated 'herringbone' parking in the back field?	
YES	13%
NO	37%
NOT RELEVANT BUT GOOD IDEA	37%
Q14) Were you unduly disturbed by noise from adjacent campers?	
YES	4%
NO	65%
Q15) Were you unduly disturbed by noise from the evening entertainment?	
YES	0%

General comments on camping/caravanning at the regatta.

r15t: All fine, no problems - no noise issues, tap nearby and friendly neighbours!

r15t: although extra parking was given many day visitors still parked on site, making a mockery of those camping who parked on the extra field, as others were parking outside their units

r15t: Camping all good - no issues with noise, tap nearby and friendly neighbours.

r15t: Chose cottage nearby so we could walk but even we noticed improvement to parking - field made it much better

r15t: Designated parking areas in the back field reduced space for tents, which was a shame.

r15t: Great fun. Enjoyed by the whole family. Many thanks to the Bass Week Team.

r15t: Groups of youngsters camping together returned to tent late and noisy. Were told to be quiet and did comply but should have been aware through attendance condition

r15t: I didnt stay on site.

r15t: I do feel that if people are not using their boats from Bass SC they should take them home as their space would very welcome and would make alot more space on site.

r15t: i think that the teenagers/ more rowdy campers should be put next to the club house and move the family area down to the back field- that way the familys won't complain about the noise from the evening entertainment or the noise when we go back to our tents at the end of the night.

r15t: I would be happy to use Dubwath field to have some more space and easier parking

r15t: Impressed with how organised it seemed to be. I was down near the lake and did crash out early one night and the noise from the club house really wasn't a problem at all.

r15t: love it been coming for some time now for 9 years need more wind nest year

r15t: N/A for family camping only area

r15t: None - we stayed off-site

r15t: not applicable as not used

r15t: Tents too close together, seriously disturbed by snoring from person who pitched tent less than 1 metre from ours.

r15t: The Dubwath field was nice and quiet and is a really nice spot for camping.

r15t: Very good atmosphere throughout the campsite

r15t: Was some noise from young adults, quite a lot of vomiting! Because arrived Monday just had to fit into any space we could find, so couldnt choose family area

r15t: We camped off site

r15t: We love the idea of being all together from a particular Yacht Club and would appreciate the same next year. We do think that the toilet blocks could be cleaned more often during the 9 days this is not a complaint just a suggestion please

r15t: We moved our car to Budwath field once we'd set up - wish others had done so

r15t: We tried to park our car on the main field as we thought it was more secure than leaving it on the back field, where no one was around.

SITE SERVICES

Q16) The Club made more space near the lake for visitor boat parking this year. Were you aware?	
YES, AWARE AND USED	46%
YES, AWARE BUT NO SPACES LEFT	24%
NOT AWARE	30%
Q17) Did you use the outside sinks for washing dishes?	
YES	59%
NO	33%
Q18) If so, were they adequate for your needs?	
YES	61%
NO	4%
Q19) Do you think there are enough water taps on site?	
YES	67%
NO	7%
Q20) Do you think there are enough WC's on site (including those in the clubhouse)?	
YES	78%
NO	13%
Q21) The club has recently improved the hot water facilities. Were you happy with the quality and temperature of the wash & shower facilities?	
YES	78%
NO	9%
DIDN'T USE THEM	7%
Q22) The club works hard to maintain high standards of cleanliness for the clubhouse and grounds. Were you happy with the levels of cleanliness attained?	
YES	100%
NO	0%

General comments on site services:

r22t: All fine

r22t: Boat space still a bit of a struggle - perhaps more cars could be moved to the field?

r22t: could do with better toilets not the port loos

r22t: Excellent

r22t: Excellent standard of cleanliness

r22t: Found porta cabin toilets dirty, smelly and overflowing. Too many campers for facilities available, especially 1st weekend

r22t: Good

r22t: If Dubwath field is used again, I think a tap nearer to them (ie that end of back field) and better portaloos would be appreciated (I didn't camp there but spoke to some who did). Are flushing portaloos way too expensive?

r22t: Our third visit and the best organised. Well done.

r22t: Pretty good

r22t: Remarkably good given the high level of occupancy.

r22t: Still not particularly warm showers in the ladies

r22t: The club house seemed very well presented at all times, there seemed to be someone cleaning/ mopping at all the busy times.

r22t: The showers weren't cold as often as last year - impressive as there are so many people using them - perhaps some type of timer would be good (that doesn't allow a switch on again for a certain length of time) - may discourage some people from spending too long in there (I am referring to the ladies

r22t: Toilets in back parking field were not emptied, were overflowing at some stage and stank.

r22t: Very clean

r22t: Very pleasant site at what was a very busy week.

SAILING

Q23) How much sailing did you do?

INCLUSIVE ENTRY, SAILED MOST RACES	61%
INCLUSIVE ENTRY, SAILED SOME RACES	11%
ENTERED WEEKEND(S) ONLY	11%
ENTERED MIDWEEK ONLY, SAILED MOST RACES	4%
ENTERED MIDWEEK ONLY, SAILED SOME RACES	7%
ENTERED SOME RACES	7%

Q24) In addition to glassware prizes this year there was wine and whisky. What type of prize would you prefer?

ANY!	67%
GLASSWARE	22%
WINE	13%
WHISKY	7%

Q25) In 2011 we increased the number of available rescue boats to 10. Do you think the rescue facilities were adequate?

YES	91%
NOT IN EXTREME CONDITIONS	4%
NO	0%

Q26) What changes to the fleet starts would you make (If any)?

r26t: 200 fleet in front of FF's but this may have been due to light winds.

r26t: Ben thinks medium handicap should be before laser fleet.

r26t: Do away with the unnecessarily complex pursuit race rules and revert to the previous simpler system

r26t: GP14s before Enterprises

r26t: I do feel if it is very light winds the Enterprises should start a head of the laser and medium handicap fleet. I also feel the GP14 should start in front of the Enterprises as they are so much quicker on big water, like Bass.

r26t: lasers and laser radials on separate starts now that the results are separated and the fleets are so big

r26t: Rs200 before F15 (as they end up overtaking near the finish so must be sailing quicker!)

General comments on Sailing:

r26t2: 1.occasional dangerous crossing points potentially more so if winds had been stronger. 2. The new finishing system for the pursuit races is very good so why did we have short tight crossing legs in the Tuesday race as this finishing system negates the need for them?

r26t2: Courses are confusing to people not used to the lake and where the buoys are - sailing a very tippy boat makes it difficult to write them all down, let alone find them!

r26t2: Dyslexic friendly course instructions would be a great advantage to a significant portion of the fleet.

r26t2: Excellent

r26t2: Flukey as usual, but that's Bass !

r26t2: High standard of race management as usual

r26t2: I struggled with the light winds this year (usually a bit strong for me). Later week day courses v complicated

r26t2: Impeccably organised as ever, fantastic ODs.

r26t2: it good very well done

r26t2: List of daily races was not on display in foyer, which could have been useful to some people

r26t2: More announcements to get boats on the water earlier to ensure races can start on time / when wind arrives. Frustrated waiting for delayed starts, but better to be on shore than afloat

r26t2: More wind ha ha, well organised, Pursuit races great fun

r26t2: My first time at Bass and was worried before I came about how I would cope if I capsized. I'm pleased to say I only dry capsized my laser once but they were right there as soon as it happened, really impressed.

r26t2: often the lasers went through NOS at an hour and were made to do an extra lap even in light winds, races seem to be too long.

r26t2: Pretty good given the conditions

r26t2: pursuit finishes work really well

r26t2: Race officers must be more conscious of the safety aspects of crossing courses especially when there are a variety of classes of boat and standards of sailing on the lake. Some of this years courses were actually dangerous and place the club and race officer in jeopardy if there was to be an accident.

r26t2: Shorter courses for the slow handicap fleet (and mirrors/toppers/etc) would be better

r26t2: Some of the mirror races were too long - may be resolved through increased use of committee boat finishes as appropriate.

r26t2: The right balance this year for the slow handicap fleet

r26t2: Uneasy about the "personal" handicap for the fast N12. If we do that shouldn't we also be penalising other handicaps we see as "easy" or helms who are good? It is something that we did at our home club with good intentions and we lived to regret it!

r26t2: Very good

r26t2: very good though our fast handicap races often involved an extra lap in zero wind which we could have done without

r26t2: Very, very good as usual - some challenging days made it hard for OODs but they did really well.

r26t2: well run

RACE COACHING:

A programme of race coaching continued this year, with the RYA coaching juniors throughout the mid week and Trident UK running sessions on the Monday morning.

Q27) Did any members of your party participate in the coaching arranged?

YES, RYA COACHING	15%
YES, TRIDENT COACHING	0%
YES, BOTH	2%
NO	78%

Q28) Would any members of your party be interested in receiving coaching in future years?

YES, JUNIOR COACHING	11%
YES, ADULT COACHING	17%
YES, BOTH	11%
NO	54%

RYA junior coaching was made available at a cost of £50 for 5 days. All monies received in receipt for training are passed directly to the RYA coaches.

Q29) Do you think £50 represents good value for money for this service?

YES	43%
NO	7%
NOT RELEVANT	37%

Q30) If Bass SC club boats were to be made available, what would you believe to be a fair price for their hire?

£10/day	35%
£15/day	7%
More than £15/day	7%

General comments about the coaching programme

r30t: £15 a day if boats are in good condition, less if they are on their last legs (sorry if I'm being rude to the Bass boats, I honestly don't know their condition)

r30t: Frankly the boats should be priced to maximise income whilst satisfying demand.

r30t: Great support for those just starting to race

r30t: It wasn't effective because the children were not split into ability groups, and the children were bored. Also on 2 of the days there was not much wind so sailing practice was cancelled and they could have done some in-house race training using a whiteboard.

r30t: some one spotting you take sail number then give you tip what you need to do

r30t: the kids loved it, we loved the fact that the kids loved it and I think its important to try to bridge the gap between the younger juniors and the main fleet racing. maybe more organised junior racing over a short course would be a good idea?

r30t: The lack of wind meant I didn't do the adult training but would have been very interested.

r30t: The only issue was we were not aware of the inavailability of boats fir the kids

r30t: very good idea too late for me but of immense value to many

r30t: Very poor. Coach didn't engage with the more experienced juniors. No benefit received.

Gave up on it.

r30t: We feel that Coaching should be available to more competent Junior Sailors Race Training, it appeared there was only training for Junior Novices

r30t: Whilst not involved ourselves in this year's coaching, the feedback we heard was very positive and the children / young people involved seemed to very much enjoy it.

ENTERTAINMENT & BAR:

Q31) Do you think there was enough children's entertainment?

YES	33%
NO	13%
NOT RELEVANT	48%

Q32) Do you think there was enough evening entertainment?

YES	78%
NO	7%
TOO MUCH	0%

Q33) Were you happy with the start and finish times for the entertainment?

YES	52%
NO	7%
ABOUT RIGHT	28%

Q34) Were you happy with the bar opening and closure times?

YES	91%
NO	0%

Q35) Do you have any ideas for alternative entertainment?

r35t: I know people like to dine and chill in the grounds before the entertainment but earlier starts would suit us.

r35t: Kids discos & more music at night

r35t: More activities for Teenagers, mechanical bull, also missed 'Bass got Talent' this year

r35t: Teenagers are again missing out on things to do in the early evening, this may be the reason that the drinking appeared to start earlier. The 'bouncy' games sumo wrestling etc seemed to be a fab idea which hasn't been followed for a few years now.

r35t: Wii resorts Olympics for 2012

General comments on entertainment & bar:

r35t1: bring and eat did not work which left bar without any atmosphere

r35t1: Children's discos were a miss

r35t1: Children's entertainment often ran late, but I liked having a ceilidh back again - it's been a long time!

r35t1: Comments limited as we stayed off site and did not really use evening entertainment.

r35t1: Could do with an overflow marquee or awning to provide space and quieter sitting area. Background noise in the bar was frequently too high and resulted in some people leaving early

r35t1: could do with keeping the clubhouse open longer or allowing people to stay outside the clubhouse longer around the benches. this year we were pushed to leave but then got told off for making noise by the tents, if we could stay outside the clubhouse noise wouldn't be an issue/

r35t1: DJ Enterprise is Brill!!!

r35t1: Fantastic!

r35t1: Great as always

r35t1: Great entertainment staff were fantastic really friendly and good fun Kayla & Gary were a hoot!!

r35t1: Great. Many thanks Andrea and team!

r35t1: Keep the real ales. Far better than the strong lagers.

r35t1: Liked the film

r35t1: more barn dancing

r35t1: Some of the adult entertainment did start a bit late for me!

r35t1: Some things started quite late, resulting in the children not getting an opportunity to be involved but also a bit late for the adults too! (We're getting old and tired)

r35t1: the barn dancing was good fun

r35t1: The bring & eat was not well recieved with most people opting to go off site to eat.

r35t1: Some things started quite late, resulting in the children not getting an opportunity to be involved but also a bit late for the adults too! (We're getting old and tired)

r35t1: the barn dancing was good fun

r35t1: The bring & eat was not well recieved with most people opting to go off site to eat.

AND FINALLY:

Q36) Do you think that the cost of the week represents good value for money?:

YES	98%
NO	0%

Q37) Did you have cause for complaint this year?:

NO	85%
YES, BUT NOT REPORTED	4%
YES, REPORTED & SATISFACTORILY DEALT WITH	2%
YES, REPORTED, BUT NOT SATISFACTORILY DEALT WITH	2%

Q38) Will you be returning to a future Bass Week?:

YES	83%
NO	0%
POSSIBLY	13%

Q39) Are you happy to be contacted to discuss any comments further?:

YES	91%
NO	4%

Any other comments that may be useful to the organisers for future events:

r39t: A huge thank you to everyone involved. My first Bass and I had a great time, everyone was very welcoming.

r39t: Bass Week is fantastic as a family holiday, however this year there appeared to be much more 'trouble'. This should not be tolerated in our sport for any reason!!

r39t: bring on Bass 2012!!!

r39t: First visit and we were blown away with the quality of the racing and the friendliness of the people.

r39t: Great effort, excellent week, many thanks to you all

r39t: Great week as always, thank you very much. Perhaps a mid-week committee meeting/briefing could be a good idea to ensure good team communication and progress with the week and address any potential problems/observations.

r39t: I thought it was a really well run event and accommodated a large number of people. Most impressive was the swift decision making by the race office and how quickly this was relay to competitors. Especially for the cancelled and additional races. It saved a lot of messing about and waiting around. Fantastic job.

r39t: It would be helpful to starters in later fleets (slow handicap in my case) if there was more discipline about adherence to start times (subject to wind conditions of course) to avoid the long wait if you arrive at the start area in time to record the course before the start sequence commences, only to find there's a delay to wait for boats that haven't bothered to leave the shore in time. A great week though, well done again.

r39t: May be older teenagers over 16's in the Dubwath field so they can party all night without disturbing anyone. They didn't bother us but there were a few other people had a moan.

r39t: More car parking space really is needed as more boats enter. Is there any chance of getting the farmer with land opposite the main gate back in favour with the Club?

r39t: Notification on programme when prize givings were to take place

r39t: Obviously there were issues with some drunkenness around the site in the early hours. A difficult one to deal with because part of the dynamic of bass is the younger people sailing rather than going on a beer fest in Ibiza or some where. I don't have an answer but what I would say don't come down too hard on this as it's great to see young people doing this sport of their own free choice. Sorry if I don't have an answer for you.

r39t: questions: Add more responses "not applicable" eg camping & entertainment

r39t: RYA training for more experienced juniors was a waste of time and money. Coach spent time with others.

r39t: Thanks to everyone at Bass SC for all their work in putting on a really good event.

r39t: This was a very good week - as always! It's wonderful to have chance to partake in organised sailing in this fantastic setting.

r39t: We all had another great week, everyone had fun - there was a good mix of sailing / entertainment / relaxation with good company.

r39t: We had a really good week and will be back next year

r39t: We had to leave early due to illness in family but still a great holiday and regatta

r39t: We had a great week but the childrens' training could have been longer and better organised.

r39t: Well done to everyone again, my favourite week of the year.

r39t: you do a very good job