

# CNZ Player and Manager Feedback

Dear all,

The CNZ Tournament Committee has decided to continue last year's policy of sharing the feedback received after each CNZ event and to comment on what changes, if any, they plan to review for events held in following seasons.

**Event:** 2019/20 South Island AC Champs

**Venue:** St James, Cashmere and Barrington Croquet Clubs (Canterbury)

**Manager:** Chris Clarke / Greg Bryant / Jonathan Hart

The table below shows the feedback scores for each question together with how this compares to the average for all CNZ events last season.

SI AC									
	Str Dis	Dis	OK	Agree	Str Ag	Total	Weighted Avg	CNZ Avg 2018/19	SI AC 18/19
Format	0	0	1	6	5	12	4.33	4.24	4.45
Number of Games	0	0	0	6	6	12	4.50	4.22	4.68
Manager	0	1	1	5	5	12	4.17	4.47	4.78
Lawns	5	2	2	2	1	12	2.33	4.07	4.55
Likely to attend this tournament again?	1	0	5	5	1	12	3.42	4.25	4.30
Likely to attend tournament in this location again?	1	0	2	5	1	9	3.56	4.19	4.45
<b>Total</b>	<b>7</b>	<b>3</b>	<b>11</b>	<b>29</b>	<b>19</b>	<b>69</b>	<b>3.72</b>	4.24	4.53

## Response to feedback

### Format - the following feedback was received

- If the format was adhered to as advertised it would have been good
- ~9 games was good
- I like a round-robin. Everyone gets to play everyone else.

### CNZ TC Response

N/A

### Number of games per day – the following feedback was received.

- Three 3 hour games a day is enough but not too many.

## **CNZ TC Response**

N/A

### **Lawns – the following feedback was received**

- Event was moved due to poor quality lawns. The new venue was unacceptable.
- As it was moved. There was no time to prepare. Orig venue may have been just as good.
- The lawns were incredibly slow. To the point where I was suffering from wrist pain during the later stages of the tournament
- original venue unplayable. Alternate open singles venue unplayable (measured 7.5) Withdrew injured. Others didn't bother to complete the event
- Very slow lawns - unplayable on first day. Slightly better on day 2
- No prima donnas in our group
- The lawns were suitable for this competition but were far from perfect with patchy areas especially at the edges.
- Embarrassing conditions. Was unfortunate due to last minute change over of venues, but lawns were also unplayable and resulted in injuries and player withdrawals.
- Given the huge amount of rain that week, they were fine

## **CNZ TC Response**

CNZ is aware of the issues with the lawns at the tournament. As the competitors are no-doubt also aware, the event was scheduled to be played in Ashburton, however after the lawns at the original venue were measured at under 7 seconds the decision to move the event was taken in an attempt to improve the enjoyment and safety of the competitors. Unfortunately it sounds like the lawns at the new venues were also not up to standard. We would like to take the opportunity to thank the new host venues for stepping up at short notice and also to apologise to the players taking part for the multiple inconveniences suffered.

### **Manager - the following feedback was received.**

- round robin games played under varying time limits. Therefore conditions were not equal for all games
- Greg was great as expected and Chris did a good job explaining changes and providing an alternative so the event wasn't cancelled.
- Finding alternative venues at short notice and then ensuring that people had games on Monday at a fourth venue showed a huge commitment to trying to let players have a good event

## **CNZ TC Response**

Big thanks to all of the managers (Chris / Greg / Jonathan) for stepping in at short notice after the event was moved. As per the comment above, this showed a huge effort in trying to provide the players with an enjoyable event.

If you would like to provide further feedback in order to help future events, please email [croquet@croquet.org.nz](mailto:croquet@croquet.org.nz)

CNZ Tournament Committee