

BASS WEEK 2012
QUESTIONNAIRE FEEDBACK

BOOKING, RECEPTION & ARRIVAL

Q1) Substantial discounts are made available for early bookings, did you pre-book, take advantage of the discount?	
YES	89%
NO	10%
UNAWARE	2%
Q2) Bass SC are considering the introduction of electronic booking for Bass Week via their website. Would you use this facility?	
YES, IF NO ADDITIONAL COST	83%
YES, EVEN IF SMALL ADDITIONAL COST	11%
NO	5%
Q3) Did you receive sufficient information on the event?	
YES	94%
NO	3%
Q4) When you arrived on site did you receive sufficient information on the event?	
YES	100%
NO	0%
DON'T KNOW/DIDN'T READ IT	0%
Q5) Upon arrival were you happy with the welcome and initial instructions given?	
YES	98%
NO	2%
Q6) Were the reception cabin opening times adequate?	
YES	75%
NO	5%
DIDN'T NEED IT	21%

General comments/suggestions on booking/reception

r06t: Arrived Friday eve so didn't get my sailing instructions till Sat. Hadn't realized I'd driven straight past cabin!

r06t: complicated by flooding at time of arrival and no room for parking /trailer unhitching. It was all a bit stressful but difficult to see how it could have been avoided in the circumstances

r06t: Excellent

r06t: Excellent all round

r06t: Great no change needed

r06t: Haven't had an entry form posted to me for the last 3 years (since I moved house)

r06t: Helpful.

r06t: how about paying on line?? would that help with admin?

r06t: I found it difficult from the web site to understand the sailing programme for the week.

r06t: If you arrive when the reception is closed it was not clear where to get information from

r06t: lovely looking lads

r06t: Met and greeted by friendly enthusiastic people including the Commodore - I was very impressed, it set the tone for the whole week.

r06t: needed to be staffed more often

r06t: online booking would be a great idea (though paper entries should still be allowed)

r06t: Straightforward

r06t: The only issues we had were with booking for the junior coaching - it may be worth redesigning this part of the entry form

r06t: Very good

r06t: Very warm welcome. Always helpful.

r06t: wonderful warm friendly

CAMPING/CARAVANNING

Q7) How long did you stay on site?

9 DAYS	68%
WEEKEND(S)	5%
WEEK DAYS	5%
ONE/TWO NIGHTS	5%

Q8) Where did you stay

TENT	44%
CARAVAN	17%
MOTORHOME	8%
OFF SITE	22%

Q9) Where did you camp?

BACK FIELD	24%
MIDDLE FIELD	27%
FAMILY CAMPING AREA BY THE LAKE	11%
DUBWATH FIELD	10%

Q10) Did you have sufficient space around your tent?

YES	63%
NO	3%

Q11) Did you make use of the family only camping area?

YES	6%
NO	54%

Q12) Would you be happy to camp in Dubwath field in future years?

YES	14%
NO	30%
DON'T KNOW	24%

Q13) Was there adequate parking this year?

YES	67%
NO	22%

Q14) Were you unduly disturbed by noise from adjacent campers?

YES	0%
NO	73%

Q15) Were you unduly disturbed by noise from the evening entertainment?

YES	3%
NO	68%

Q16) General comments/suggestions on camping/caravanning at the regatta.

r15t: Although I was camped on "high ground" I was really impressed with the way the club worked to "sort" the camp and caravan site after the rains. Amazing! Parking - I used the "on street" option because of the mud; not a problem!!

r15t: Answers may seem odd but we camped 2 nights on site and were elsewhere for the remainder. Only disturbances were from young children late at night shouting and screeching.

r15t: Bit wet!

r15t: great no probs

r15t: Great service from the lads who pumped out our tent!

r15: I didn't know there was a family camping area.

r15: I'm presuming Dubwath field was the one nearer to the A66 with the seperate access??

r15: just impressed by everyone's help when the rain came

r15: Keep it up. Your club members did a fantastic job in difficult circumstances due to the weather.

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r15: Moist!

r15: More spades would be useful to aid drainage if necessary..!

r15: Multiple cars are still parking in the tent area some tents seemed to have up to 4 cars outside them, needs to be policed better

r15: parking could not be helped due to rain

r15: parking was difficult during the first weekend, but wasn't an issue when the floods cleared

r15: road traffic noise is disturbing

r15: space between caravans was tight

r15: The Dubwath field, while not being disturbed by other campers or the evening entertainment is subject to significant noise from the A66, which persists throughout the night and particularly from 5 a.m onwards. If you can put up with the cramped conditions in the back field it may be better to stay there.

r15: There is an awful lot of traffic noise in the Dubwath field

r15: There was a very heavy thunderstorm which resulted in some very unusual unavoidable circumstances.

r15: Thought the Bass team did a great job reducing the effect of the flooding - well done to all!

r15: Thought this year was very quiet & well behaved, more family friendly!!

r15: Very well organized

r15: Water service in the back field

r15: While the deserted Dubwath field was away from other campers it quickly became inaccessible to cars (inconvenient!) and the noise from the road was constant and made sleeping difficult!

SITE SERVICES

Q17) Did you use the outside sinks for washing dishes?	
YES	56%
NO	27%
Q18) If so, were they adequate for your needs?	
YES	51%
NO	3%
Q19) Do you think there are enough water taps on site?	
YES	62%
NO	11%
Q20) Do you think there are enough WC's on site (including those in the clubhouse)?	
YES	83%
NO	2%
Q21) The club has recently improved the hot water facilities. Were you happy with the quality and temperature of the wash & shower facilities?	
YES	73%
NO	11%
DIDN'T USE THEM	3%

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	92%
NO	0%

General comments/suggestions on site services:

r22: Again great job by the Bass team for the entire event

r22: All generally pretty good considering the numbers. Not perfect, but perfectly acceptable.

r22: Considering the weather you did remarkable job

r22: despite requests to the contrary there were bikes flying around, tannoy intrusive excessive verbage

r22: excellent grounds + clubhouse. always clean. the way everyone worked together during the flooding was very admirable, true Dunkirk spirit!! shower temperatur was always ok, even at the end of the queue!

r22: Flat screen TV of opympic games just the job.

r22: I realise it is probably impossible to have enough hot water for everyone during Bass Week

r22: It was chaotic in the ladies so we got changed off-site.

r22: ladies showers especially tiles could do with a really good bleach and scrub!

r22: Ladies was too packed with kit and people!

r22: Looking good as always!

r22: Men's changing rooms and toilets much improved.

r22: New showers were superb!

r22: No issues

r22: Occasionally luke warm showers

r22: Really good.

r22: Showers were generally ok, but did run cold occasionally

r22: The gents changing room upgrade was very good and appreciated.

r22: The showers got a bit hot at times and I felt that I wasted water as I was unable to stand under them sometimes.

r22: The showers/improvements to the mens changing room are excellent

r22: under the circumstance you did very well

r22: Water pressure in women's showers is bit weak but temperature OK.

r22: Water still cold if you come off the water last. would suggest you go for self turn off taps- stops folks standing under a flow of water for too long!!

r22: We all had cold showers on occasions during the week which was disappointing considering the work done on the hot water facilities.

SAILING

Q23) How much sailing did you do?

INCLUSIVE ENTRY, SAILED MOST RACES	63%
INCLUSIVE ENTRY, SAILED SOME RACES	17%
ENTERED WEEKEND(S) ONLY	3%
ENTERED MIDWEEK ONLY, SAILED MOST RACES	3%
ENTERED MIDWEEK ONLY, SAILED SOME RACES	3%
ENTERED SOME RACES	3%

Q24) Bass pride themselves on offering numerous prizes of different types for as many competitors as possible. What type of prize would you prefer?

ANY!	56%
GLASSWARE	21%
POTTERY	14%
PEWTER	3%
ALCOHOL (Wine/Whisky/Champagne)	22%

Q25) At Bass Week 2012 we had 10 rescue boats available. Do you think the rescue facilities were adequate?

YES	94%
NOT IN EXTREME CONDITIONS	2%
NO	0%

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

r26t: Add in a start for the RS Tera fleet

r26t: Announcing the course at six minutes before the start, makes it very hard work in the fast fleet, especially as your start is then full of slow fleet competitors writing down the course. it's the only time i have ever seen the course announced this late at any event. Clubs normally like to get it up asap. Also have you thought about using moveable buoys, especially for the event? there is an advantage for local sailors in a late set of the course, as they know where the marks are.

r26t: Avoid courses where fast boats cross slower classes, especially in the proximity of marks. They are dangerous with young and inexperienced helmsmen on the water.

r26t: have at least 2 separate courses

r26t: Start any fleet that has a general recall last; it doesn't seem fair to penalise the later starters by making them wait longer to start (and there was some confusion). This would only work if the recalled fleet were courteous / considerate of slower boats starting ahead of them.

r26t: Start Enterprises after GPs.

r26t: the streakers should have the own start and gp14 handicap is wrong they are much faster of wind then an enterprise this should be lucked in to

General comments/suggestions on Sailing:

r26t2: A plea from a single hander. Display the course a on safety boat away from the starting area please.

r26t2: ban onpointless screaming and shouting out on the water weather you in right or wrong ie road rage //boatrage

r26t2: Course setting could have been improved with less crossing of fleets.

r26t2: Courses displayed ashore as well as on the committee boat so that later starting fleets could get the course from there rather than having to set out early then wait ages for their start. Would benefit all as fewer boats would be in starting area when earlier fleets starting.

r26t2: different starts for the ladies, juniors and over 50s race rather than one start. the bigger boats really impacted the start for some classes

r26t2: disabled guest who only cruised

r26t2: Don't bother with the unnecessarily complex pursuit race finish arrangements - in fact have fewer pursuit races

r26t2: felt courses were too fiddly with so many boats on the water

r26t2: Generally very good. Strange start line on the last Sunday race, but that is about it. Useful having shorter courses for the Mirrors and Toppers.

r26t2: Good courses. Only request is for larger letters on the course board. It is difficult in a slower boat to get near enough to read the letters as well as keep clear of other boats.

r26t2: good racing, well organised. Good fleet sizes. Pursuits were great fun (as ever!). One year the finishing line for the pursuit had the 2 big orange bouys attached to the moving line. This was easier to spot on the water than the red and green flags (especially upwind)

r26t2: I think the system of Gold and Silver fleets dose not work for Bass week. I think the old system of one fleet and prizes for the fist 1/3 is beter and avoids any problem of allocation of fleets

r26t2: I thought some courses were dangerous re multiple crossing sometimes involving different legs
r26t2: I'm used to getting the course before going afloat. With a large fleet all trying to get close enough to the committee boat to read the coarse, and write it down, it can become quite hairy. Especialy for single handers.

r26t2: If your new the crossing of fleets during the fleet can be an OMG moment!!

r26t2: It all worked well.

r26t2: Like many people I suspect I enjoyed the larger courses that can be set on Bassenthwaite Lake.

r26t2: More information when racing is postponed

r26t2: None, all seemed to go well...

r26t2: Not been able to sail this year due to injury

r26t2: ridiculously convoluted course to finish in front of the club house, which is not necessary

r26t2: Some of the courses seemed to cross unnecessarily often. More on the water finishes to avoid the pain of sailing to the club in light airs. Maybe alter handicaps for the conditions?

r26t2: Some thought should be given to the courses, crossing boats is ok if everybody understands the rules and are in similar boats. In an asymmetric we were crossing fleets of slower boats at speed and they had little understanding of our needs, eg bearing away to slow down. More thought to courses would solve this.

r26t2: Think the fleet system of gold & silver should not be one persons decision

r26t2: We normally sail all week, however my partner broke his back this year and we just had to watch. I would like to thank Bass for the extremely kind thought of refunding our sailing fees back to us, due to our unfortunate circumstances!! It was greatly appreciated and I would like to thank you sincerely!!!

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	13%
YES, TRIDENT COACHING	3%
YES, BOTH	2%
NO	78%

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

YES, JUNIOR COACHING	13%
YES, ADULT COACHING	11%
YES, BOTH	10%
NO	59%

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	37%
NO	2%
NOT RELEVANT	46%

Q30) Bass SC club boats were made available to hire for the training at £50/boat. Do you believe this to be a fair price for their hire?

CHEAP	5%
JUST RIGHT	0%
EXPENSIVE	19%

General comments/suggestions about the coaching programme

r30: Coaching didn't vary much from day to day: a variety of exercises through the week would be good.

r30: Didn't do it this year, but may in future. £100 per child seems a lot (boat hire+coaching), especially if anyone has multiple children. Maybe have reductions for multiple children

r30: Enjoyed it and got a lot out of it.

r30: Our son (Giles) loved the intermediate coaching and was allowed to help with the beginners coaching too, so really enjoyed himself and gained alot of confidence. The only thing that would have made it better would be a second safety boat on duty to allow the coach to focus on the coaching and not have to jog off to rescue (especially if the wind had been stronger).

r30: Our son (Giles) loved the intermediate coaching and was allowed to help with the beginners coaching too, so really enjoyed himself and gained alot of confidence. The only thing that would have made it better would be a second safety boat on duty to allow the coach to focus on the coaching and not have to jog off to rescue (especially if the wind had been stronger).

r30: The boat hire was expensive due to the children only being use them in lessons - our club hires out toppers for £7 a day

r30: The Junior coaching actually requires a lot of informal support to make it work for novice sailors (including launching, getting juniors started, getting them out to the training course). This really needs much more thinking about for future years (i.e. extra support)

ENTERTAINMENT & BAR:

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

YES	35%
NO	0%
NOT RELEVANT	59%

Q32) Do you think there was enough evening entertainment?

YES	78%
NO	0%
TOO MUCH	6%

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

YES	60%
NO	6%
ABOUT RIGHT	14%

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

YES	79%
NO	2%

Q35) Do you have any ideas for alternative entertainment?

r35t: 5 a side football (could go to Cockermonth school astro-turf pitches)

r35t: Ceilidh

r35t: Folk night

r35t: have a re think about the entertainers some did not go down so well

r35t: Maybe a come and play an instrument/singing session, like a kind of open microphone

r35t: more for young teenagers

r35t: None on one evening

r35t: Whisky tasting! This guy (<https://twitter.com/WhiskyCraig>) does some brilliant story-telling & tasting with Bruichladdich. They can do massive groups, and can be booked. <http://www.bruichladdich.com/events>

General comments/suggestions on entertainment & bar:

r35t1: bar closes too early. too strict. bring back the old days where we slept in the club and helped ourselves :-)

r35t1: entertainment was hit and miss this year, the quiz night was a joke. Disco nights have always been popular but seemed to have been reduced

r35t1: Far too much for children and children allowed in the main club room at far too late a time. Adults who sail become very tired and expecting them to have to wait until well after 10pm to be able to get into the bar area seems a bit unfriendly towards the sailors. Chatting outside a tent/carvan is not quite the same as chatting in the bar and having a drink. Although we slept off site we would have been quite happy to spend more time(& money) in the bar if we could have found a chair unoccupied by children and with less raucous noise in there.

r35t1: Friendly service throughout the week. Thanks.

r35t1: missed the car treasure hunt :)

r35t1: Start times of entertainment sometimes quite late.

r35t1: Thank you! I thoroughly enjoyed the bands and discos (though the last night disco not quite up to normal standards)

r35t1: thanks for the improved plugs etc

r35t1: The entertainments perhaps start a little on the late side as we effectively go to bed at the same time as the children, so can't stay much beyond 9.30pm

r35t1: This years bar staff, mostly great, but not all of them as friendly as the pair in previous years, sometimes I got the impression I was an inconvenience to one of them

r35t1: Would have liked to have done quiz, but took so long to get it started, went to bed instead.

r35t1: Far too much for children and children allowed in the main club room at far too late a time. Adults who sail become very tired and expecting them to have to wait until well after 10pm to be able to get into the bar area seems a bit unfriendly towards the sailors. Chatting outside a tent/carvan is not quite the same as chatting in the bar and having a drink. Although we slept off site we would have been quite happy to spend more time(& money) in the bar if we could have found a chair unoccupied by children and with less raucous noise in there.

AND FINALLY:

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

YES	95%
NO	0%

Q37) Did you have cause for complaint this year?:	
NO	94%
YES, BUT NOT REPORTED	0%
YES, REPORTED & SATISFACTORILY DEALT WITH	3%
YES, REPORTED, BUT NOT SATISFACTORILY DEALT WITH	2%

Q38) Will you be returning to a future Bass Week?:	
YES	86%
NO	0%
POSSIBLY	10%

Q39) Are you happy to be contacted to discuss any comments further?:	
YES	83%
NO	16%

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

r39t: A big thanks to all the organisers it was great to be part of Bass week again. V wll organised and friendly!

r39t: A fantastic time !

r39t: all staff were great and helpfull especially with regard to the

r39t: Bass week is wonderful. I have come for 37years and couldn't imagine not coming! I think that the catering man is very expensive and his food is not wonderful! It might be time to try someone different who may offer a better facility that does not rip campers off , with poor quality food at extortionate prices!!!

r39t: Cancel the torrential rain and order som august sunshine

r39t: for the last three years now we have not been able to hear announcements in the back field other than that a great event on behalf of swarkestone sailing club see you next year

r39t: I thought the price of the drinks and food were very expensive. Cup of tea 80p first weekend then went up to £1. I think far too high

r39t: If you make a late decision to come the late camping fees are very high, fortunately this year i decided not to!

r39t: Loose the toe curling roger roger, it really gets on people's nerves, isn't now and never was amusing

r39t: Make parking available for off site sailors as this caused problems for getting in and out of caravan/camping field

r39t: Muddy field for parking was a problem, but that is beyond your control I think....

r39t: No, we enjoyed the week and when we realised that chatting in the evenings was going to be difficult, we made an effort to chat during the day!!

r39t: some of these questions don't have enough choices. we booked for the week but didn't stay every night due to the flooding for instance. perhaps you should also ask if people have been before / how long as it is bound to affect the answers. also possibly the age of respondent? the bass team were great this year.

r39t: Some thought to the setting of courses, for all competitors(not just slower traditional boats, such as GP14 and local sailors) on what is a very large event.

r39t: sorry for the delay in response. Wedding got in the way

r39t: Staying off site means it is always difficult to find somewhere to park. Would be happy to park in a field and walk. Female changing rooms have very litte space for kit bags. you can get off the water and find your kit moved or dripped on.Again hard to do much about it given the size of the space.

r39t: The club's response in dealing with the flooding was excellent. Well done.

r39t: The way in which the club dealt with the wet conditions is to be commended.

r39t: We all enjoyed ourselves. The work that the club members did during the first weekend of torrential rain was great in difficult conditions. A few more spades would be helpful in future for ditch digging!

r39t: We assumed that evening meals would be provided in the club house, so hadn't really brought enough stuff to self-cater. Have you ever tried extending opening hours in the kitchen?

r39t: Will enquire at galley next year if they'll accept running a tab - had to keep going off to find money! Thoroughly enjoyed event and food. Thank you!