



MEMBER FEEDBACK
February 2023

Please note below feedback we have received from our members during this month along with a response from the Club. Some feedback will be referred to our section sub-committees.

The feedback box is located at reception should you wish to post a comment.

Member Feedback Comment	Club Response
GYM	
Can the background music in the gym be turned down a bit as headphone users are unable to hear their own music!	We set the gym music volume at a level we feel adequate for all users. Should there be an issue please speak to Suzanne our Gym Manager directly, or one of the gym team.
Can gym users be reminded to return equipment when finished with?	This is something we do on a regular basis and have displayed signage to encourage members to respect their area keeping it clean and tidy. We have also covered this in our Gym Member Code of Conduct which will shortly be displayed on the Clubs website following a few updates.
Is there a chance that a leg stretch bar can be put on a wall outside? Maybe on the squash or indoor tennis court?	We have no immediate plans to introduce this, but if you speak to one of the Clubs coaches or Personal Trainers, we are sure they can assist with advising on leg stretching.
Could all gym members be reminded to use headphones to listen to their own music/shows as it can be quite distracting to everyone around them.	Thank you for this point, we will address this on the gym floor.
I agree re suspending gym memberships and think it should be extended to end of May to then assess the overcrowding. The gym still is getting crowded especially teenagers hogging the machines.	We will be constantly monitoring Club membership numbers and will do everything we can to reduce overcrowding.
CLUB	
Happy hour should be available for members only. Would alleviate people using the club as a cheap alternative to a pub.	People using the bar are either members or guests of members so are entitled to make use of our Club promotions.
Children in the bar need more supervision and bar staff when off duty should not take the bar stools and sit at the bar.	The Club asks members to ensure children are always supervised when visiting the Club. Our staff will continue to reiterate this point. Thank you for the staff feedback. We will speak to the team
People are letting non social members into the sauna/ steam with their cards.	The Club have implemented a number of control measures to prevent this from happening. We encourage members to inform us immediately if they witness abuse as this will enable us to take appropriate action.

As usual friendly and helpful staff. Everything up to scratch and club information always available and sent via email!	Just what we like to hear.
Excellent service overall. Reception and bar staff are always helpful and friendly. Excellent kitchen staff who provide amazing food with reasonable prices!	Thank you for the positive feedback, its great to hear the good stuff as well as areas we can improve on.
More music at the weekend please!	To enable us to provide more music, bands etc we need our member's support. Our events team have put out an upcoming events flyer.
CLEANING/ MAINTENANCE	
Men's changing rooms need to be looked after more. Floors are always looking grubby around the edges and skirting. Walls need a wipe over to remove black scuff marks. Sauna floor needs a good scrub with proper cleaning product.	Thank you for the feedback. Our cleaning team will be on the case.
Please could something be done regarding the wet floor in the men's changing room. People come out of the sauna and showers dripping wet.	Regarding the wet floors we do ask members to dry off before leaving the showers. The more the members can do to support this process the better the environment for us all.
Hooks to be added to courts so jackets and bags aren't hanging around on the sides.	Thank you for the feedback. We will look into this point and see if hooks can be safely added to the court fencing which wont damage the fence in future.
TENNIS	
Please arrange extra tournaments during the year.	This comment will be passed on to our Tennis committee. We are assuming this relates to Club member tournaments. We have recently released details of our annual tennis tournament.
Availability of indoor courts to be the same as booking any other court. If less than 24 hours cancellation fee to be paid.	We have just made a change to this after consulting our Tennis Committee. Cancellation is 7 days.
Coaches to do play in	This feedback will be passed onto the Tennis Committee for their information.
Can there be coaching drills at the improvers club sessions on Friday evenings	This feedback will be passed onto the Tennis Committee for their information.
Please find a way to downgrade players from full club	This feedback will be passed onto the Tennis Committee for their information.