



**MEMBER FEEDBACK**  
**August 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.

<b>Member Feedback Comment</b>	<b>Club Response</b>
<b>GYM</b>	
<b>CLUB</b>	
When the sauna is out of action there are no signs before we get there to let us know of this information.	Planned maintenance is communicated by email, however breakdowns cannot always be communicated in advance.  We do our utmost to communicate to members as far in advance as possible.
Parents of children on the coaching scheme cannot sit and use the bar facilities even though we pay a non-member surcharge? I was never told to be a member otherwise I would've become one.	Parents with Children on the coaching programme are allowed to sit in the bar. They can purchase food and soft drinks.  Club members are permitted to purchase alcoholic drinks.
<b>CLEANING/ MAINTENANCE</b>	
Can something be done about the glasses on the bar? Maybe new glasses or a new dishwasher?	Thank you for your feedback, we are looking into this point and taking steps to address this.
<b>TENNIS</b>	
Could we have a score board on the grass courts. Maybe a chalk board or abacus?	The Club have purchased score sticks for the grass courts.  We will endeavour to have these in place with the grass courts open in 2024.