

## Occasional Pavilion Hirer Feedback

### NOVEMBER 2021 – JANUARY 2022

- Number of surveys received – 14
- Number of surveys sent – 28 (50% response rate)
- 100% of responses answered that they were very satisfied/satisfied with the booking process
- 86% were satisfied with their welcome on the day
- 100% felt the pavilions were value for money
- 100% said the room was comfortable and to a good standard
- 93% would recommend the venue they hired

#### **Linslade Memorial Pavilion**

- Lovely, clean and spacious with good facilities
- No one there to welcome us (actioned)

#### **Pages Park Pavilion**

- I couldn't find a dustpan and brush on the day. It seemed people were sweeping into the cupboard so that would be a good purchase (actioned)
- It is a little expensive however the facilities are good and very clean
- Very pleased with the venue. The gentleman that opened up for us showed us where everything was and the venue was really clean and well ventilated
- As the parking is bit far from the venue, we would have like to have access for decorations vehicle to be near the entrance of the venue - but the keys were unavailable we have been told
- No parking near the entrance, but too much to carry the goods, food etc
- You got to give access to vehicles carrying food items etc
- The entertainer struggled to get his kit into the venue without clear car access, this should be communicated beforehand. We had to run out and buy mugs as presumed there would be some, we should've checked first. One of the toilets started leaking, we just let people know but hopefully this will be resolved.
- Great venue and facilities for a children's party.

#### **Astral Park Pavilion**

- It was easy to book and no problems on the day. The hall was clean and ready to use.