

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: GC Nationals

Venue: Nelson Hinemoa Croquet Club

Manager: Betty Winterburn (replacing Lance Barker who resigned)

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

GC Nationals 2019									
	Str Dis	Dis	OK	Agree	Str Ag	Total	Weighted Avg	CNZ Avg 2017/18	GC Nats Avg 2017/18
Format	2	3	1	8	3	17	3.41	4.01	3.96
Number of Games	2	0	3	8	4	17	3.71	4.17	4.21
Manager	3	1	4	5	4	17	3.35	4.48	4.50
Lawns	1	1	3	7	5	17	3.82	3.95	4.38
Likely to attend this tournament again?	0	1	4	6	6	17	4.00	N/A	N/A
Likely to attend tournament in this location again?	2	1	3	5	6	17	3.71	N/A	N/A
Total	10	7	18	39	28	102	3.67	4.15	4.11

Response to feedback

Format - the following feedback was received

- *It provided a good number of games each day and it was different, which made it more interesting.*
- *I didn't mind going from one block into another block before the knockout.*
- *it maximized play and separated abilities*
- *Singles was good, glad they are using players choice. Doubles was a joke, blocks of 10 with top 2 going through but all other placings having no benefit because we all played a new competition. Just meant there was no value in trying in that part of doubles if you weren't going to make top 2.*
- *Gave everybody a chance in singles, maybe doubles should have 4 go through.*
- *Just 2 days for doubles play, was not long enough. 3 days be far better, with 2 days of doubles play then 1 days for finals etc.*
- *There was no need for a medal round, it would have been easier to play matches in pool play and then go straight to knockout rounds.*

- *need to reinstate 4+ separate competition*
- *I did not think best of 2 games were required in round 1. I would have preferred to play more people, as mostly best of 2 did not change the result.*
- *Would be better if the doubles was 3 days with a day break before singles started. Earlier in January also worked better in previous years.*
- *The competition is strong. Bo3 is a good format. It's fun!*
- *games between top players and 4+ players achieve nothing. Far better to have separate competitions*

CNZ TC Response

Format: The format of blocks -> medallist blocks -> KO was chosen so as to provide more play. CNZ aim to provide Approximately 6 games per day. There were complaints from players last year about the lack of play and so a format was chosen to address that. The format used increased the average number of games per player per day from 4.62 last year to 5.98 this year.

The feedback on doubles has been noted. The doubles event next year will be played over 3 days instead of 2.

Limited event: As per last year's GC Nationals feedback form, which stated "CNZ to review splitting the event between Limited and Open after one year's further trial of combined event", CNZ TC will review whether to re-introduce a handicap-limited event to the Nationals for next year.

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

- *Number of games was fine but we were discouraged from taking breaks which was unacceptable.*
- *Tiring but all good.*
- *Had to play 7 games in the first day, and then only 2 for the second day, so that finals could be fitted in. Not ideal at all.*
- *hot gusty winds made for long days*
- *We did have a number of long breaks. It would have been useful to have the draws for the next day up the night before, so you can check to see when you are having breaks.*
- *There were too many games each day*

CNZ TC Response

Games: As per the above response on format, CNZ aim to offer 6+ games / 2+ matches per day. On a day-to-day basis during a week-long tournament involving match-play, this cannot be guaranteed. The format was changed to have initial blocks followed by medallist blocks and KO in order to increase average number of games, due to complaints about lack of games last year. The statement "Had to play 7 games in the first day, and then only 2 for the second day, so that finals could be fitted in. Not ideal at all." is untrue. The doubles format scheduled everyone 7 games on day 1 and then between 5 and 8 games on day 2. With the event having to be completed in 2 days, there was not time to allow more than 2 qualifiers from each block.

Breaks: This feedback does not go into detail about what breaks were denied. Players are of course entitled to stop for lunch, but breaks should not be taken outside of this time without permission from the tournament manager. There will always be unpredictable breaks between games and matches when players are waiting for their next opponents to finish.

Lawns – the following feedback was received.

- *Although they had bumps, they played well*
- *Big noticeable slumps, lawns are hard to make flat but there were huge slumps that really affected play*
- *Not perfect and challenging at time, same for everybody so no complaints.*
- *showed much work had been done*
- *They were very fast. Perhaps too fast from my perspective!*
- *The lawns were not flat*
- *Nelson would be a good location to hold it again but only if the lawns are brought up to a national level and an experienced tournament manager is running the event.*

CNZ TC Response

The lawns at Nelson Hinemoa are improving, and work is continuing on them to improve them further before the GCWTC. There are possible trade-offs between lawn quality and number of lawns, and being able to play the whole event at single venue is definitely a positive for a number of reasons.

Manager - the following feedback was received.

- *there was some doubt as to who was managing the tournament. Seemed to be more than one person making decisions.*
- *Poor communication about how the day would progress and how many matches to be played. Very rude to players, we were playing a national event and the fact they were discouraged from taking breaks and moaning about how late we played into the evening is not acceptable.*
- *Needed help at times and does not look good when overseas player has to help. thankless job though so will not bag them.*
- *The tournament manager was not equipped with the skills to run such a large scale event, we were lucky to have people to step in to help. The tournament manager also had the habit of treating the NZ representatives and U21 representatives like children, as if we haven't competed on the world stage before.*
- *ran smoothly with large numbers*
- *I think the managers did a good job, considering they came in at the last minute. It would be good to have some event management training. I note that the fellows setting and checking the hoops did a great job, assiduously keeping them very firm and challenging!*

CNZ TC Response

Unfortunately the advertised manager of the event withdrew at short notice before the start of the tournament, and CNZ TC would like to thank Betty for stepping in to manage the event. We feel that she did her best under trying circumstances.

Players are all entitled to be treated equally, regardless of whether they have competed on the world stage before or not.

Other Feedback

- *I will always look to attend nationals but personally this was the worst i've ever been to and i will not spend the money (travel, food, acc) for such a poorly run tournament*

- *Tournament is too many days and the days are too long. it is an unhealthy activity to have this much time devoted to a rather sedentary activity. needs to be faster run and less overall time. I don't think i will do this excessive time investment again.*
- *Great location in centre of town with easy access to airport, accommodation, shops and other facilities. Number of lawns made one venue possible. Hospitable club.*
- *There was a lack of referees which wasn't ideal. Also the referees didn't know the new rules making them rather pointless in many circumstances*
- *Club facilities were excellent as was the catering.*
- *Only the cost on entering these tournaments seems to be increasing every year, maybe you think of family discounts!*
- *I think we need to recreate croquet tournaments to be more available to people that work and to those that like some variety in the course of a week.*

CNZ TC Response

Length: The tournament will be extended from 7 to 8 days next year in order to have a stronger doubles format.

The Nationals is the premier CNZ GC tournament and there isn't a great deal of scope to reduce the number of days.

CNZ reject the suggestion that playing golf croquet is either an unhealthy activity or a sedentary activity

Variety: Regarding the comment "*I think we need to recreate croquet tournaments to be more available to people that work and to those that like some variety in the course of a week.*", it is not clear what variety is being proposed. It would be appreciated if more information could be provided on this point.

Referees: CNZ accept this feedback and are committed to improving the standard of refereeing. Please remember that refereeing is a volunteer effort

If you would like to provide further feedback in order to help future events, please email croquet@croquet.org.nz

CNZ Tournament Committee