

# 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:** 2019/20 Men's and Women's Championships

**Venue:** Rangatira Croquet Club

**Manager:** Michael Hardman

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

M&W AC Champs									
	Str Dis	Dis	OK	Agree	Str Ag	Total	Weighted Avg	CNZ Avg 2018/19	M&W AC 18/19
Format	0	1	2	2	4	9	4.00	4.24	3.88
Number of Games	0	0	0	4	5	9	4.56	4.22	4.00
Manager	0	0	1	0	8	9	4.78	4.47	4.50
Lawns	0	3	1	4	1	9	3.33	4.07	3.38
Likely to attend this tournament again?	0	1	0	6	2	9	4.00	4.25	4.13
Likely to attend tournament in this location again?	0	3	1	3	1	8	3.25	4.19	3.86
<b>Total</b>	0	8	5	19	21	53	4.00	4.24	3.96

## Response to feedback

### Format - the following feedback was received

- *block play then bo3 for final positions - gives chance to play everyone*
- *Considering the amount of opposition, I think the doubles was formatted well having a double round robin.*
- *Lack of entries resulted in a format to fill in time*
- *Unfortunately the low number of entries did not allow for a more attractive format*
- *Other formats should be used or investigated*

### CNZ TC Response

The CNZ Tournament Committee considers all format types prior to each CNZ event based on entry numbers and standard, time and lawns available, and providing a full tournament's play for

competitors. Where possible, formats are provided that also try to avoid a player being eliminated from an event by way of a single loss.

The TC believes that the double round robin format used at this event was appropriate.

### **Number of games per day – the following feedback was received**

- *3x3 hrs great time limit*
- *3 Games is perfect*
- *Unfortunately there was only one game played on Sunday*

#### **CNZ TC Response**

N/A

### **Lawns – the following feedback was received**

- *uneven watering led to inconsistencies of grass growth*
- *Slightly too slow for my liking however they were in a pretty good condition otherwise*
- *They need dethatching or similar. I couldn't get the balls across the lawns. Was frequently hitting as hard as possible*
- *The lawns were very heavy especially in the middle of the lawns, with some very fast areas around the edges. This was quite a change from the fast consistent lawns at the CNZ Open*
- *The act of giving players a choice of claiming a replay if a ball is wedged in a hoop is erroneous and unfair...*
- *Mis-shapen ('egg-shaped') balls are all too commonly the cause of their wedging in hoops on some axis. Most balls become mis-shapen due to being hit very hard. When a player asked for a suspected mis-shapen ball to be checked, it transpired that there was no proper equipment available to do the test. To prevent hard hitting, suggest to trial new law whereby the player's turn ends if striker's ball leaves the lawn.*

#### **CNZ TC Response**

Thanks for the feedback. CNZ have a clear lawn speed policy for hosting Tier 1 events such as this which is 11+ second lawns. We are reviewing the suitability of this location as a host venue for this event. The event is due to be played at Rose Gardens next year.

Regarding replays for wedged balls – CNZ believes the internationally used ruling is fair and practical. Some education around the application of the rule may be beneficial for players and referees. There may be several factors that contribute to a mis-shapen ball, not least the process of manufacture. Law 53 (b) (3) is a fair and adequate resolve for conditions that arise, and those that are beyond human control. There is little evidence to support the claim that balls become mis-shapen only by hitting hard. However it is reasonable to request the testing of a ball to ensure that it meets tolerance and that a device to conduct a test is on hand. It appears to have been an oversight in this instance. Another 'check box' concerning availability of testing equipment may be added to the manager's meeting detail.

CNZ does not believe that any law changes or game modifications are necessary or appropriate at this time.

## **Manager - the following feedback was received.**

- *Thoughtful*
- *Seemed more interested in reducing time spent at the venue than the concerns of the players*

## **CNZ TC Response**

Thanks to Michael for managing the event. 8 out of 9 respondents strongly agreed that he did a very good job.

## **Other feedback**

- *The location demands a car because of distance from an airport. This means 7-8 hrs driving each way.*
- *lawns deteriorating. Accommodations very limited and quite expensive. Not attracting entries (Only one HB entrant in the Men's) Hoop settings very poor - inconsistent settings (not using a clamp suited to the job). Vast improvement on last day with sludge added to poor hoop holes (seemed to have been modified with spike for some reason - holes slotted out by day 2)*
- *The speed of the lawns is concerning. They need to be faster for such a tournament*
- *This Women's section is too close to the Women's invitation which is played in a similar location.*
- *Strong support from travelling volunteers Funds are required to offset costs in some circumstances*
- *Very enjoyable tournament and good opposition.*
- *It was a great tournament with an excellent atmosphere, Really good games.*
- *Limited understanding and application of Law 53 (b)(3) One cannot determine if a ball is touching both uprights at the same time on any axis if a feeler gauge is used with the ball at the same time!!! (and can alter the outcome a subsequent test conducted correctly)*
- *Some players behaved very poorly at this tournament...*

## **CNZ TC Response**

This event will be held at Rose Gardens next year. Regarding the closeness in venue to the Women's Invitation – this cannot necessarily be helped as the Women's Invitation is played at different venues each year, and sometimes the two events may be in similar locations to one another.

All competitors are invited to make use of the CNZ complaints procedure if they believe they have a personal grievance or an unjust incident has taken place.

If you would like to provide further feedback in order to help future events, please email [croquet@croquet.org.nz](mailto:croquet@croquet.org.nz)

CNZ Tournament Committee