

# 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:** 2020/21 Don Reyland Stars

**Venue:** Nelson Hinemoa Croquet Club

**Manager:** Yvonne Fuller

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

Don Reyland Stars									
	Str Dis	Dis	OK	Agree	Str Ag	Total	Weighted Avg	CNZ Avg 2019/20	DR 19/20
Format	1	1	1	7	0	10	3.40	4.38	3.50
Number of Games	1	1	1	7	0	10	3.40	4.37	3.42
Manager	0	2	0	4	4	10	4.00	4.50	4.00
Lawns	0	1	4	4	1	10	3.50	3.98	2.92
Likely to attend this tournament again?	1	1	3	4	1	10	3.30	4.09	3.50
Likely to attend tournament in this location again?	1	1	2	4	2	10	3.50	4.02	3.33
<b>Total</b>	4	7	11	30	8	60	3.52	4.22	3.45

## Response to feedback

### Format - the following feedback was received

- the intent was to play each entrant which i liked but it wasn't completed
- Structure changed at end of first days play.
- It changed because of bad weather threatening the original plan.
- We were told in email format was round Robin. 7 games first day 6 games next day. On arriving we were told the format had changed. There were 2 sections to be played This was changed due to impending weather forecast for the following day we each had 6 games and a bye
- Due to the forecast weather was all they could do.
- Planned format was excellent - shame the weather interceded. Manager handled the situation well.
- It's handicap play

### CNZ TC Response

It's regrettable that the format had to be changed. Tournament Committee consultation was done, and this was not a call made lightly but was done due to inclement weather and to ensure the tournament would finish.

### Number of games per day - the following feedback was received

- 7 games day one was good, 2 games day two was disappointing.
- Six games is enough in a day
- only two games scheduled on second day.
- Would have been nice to have more on second day but I understand why their weren't
- I only got to play one game on Sunday, but Saturdays 6 games was fine.
- Day 2 shortened for forecast bad weather. I thought it was a reasonable decision, but I would have liked to play at least one more game (ie 9 in total)
- Played 6 day 1 plus a bye, played 3 on Day 2
- Depending on field

### CNZ TC Response

As per previous response, regrettable about format change but it was to ensure the tournament would finish.

### Lawns – the following feedback was received

- there were irregularities but you got used to it.
- The lawns were in great condition
- The lines should have been painted. The balls didn't run true on fields one to four. Fields five to nine were better.
- The lawns were not freshly mowed and there were no white markings. Disappointing
- Not very true
- OK but not especially good.
- Lots of subtle ridges you didn't always see

## **CNZ TC Response**

As per feedback earlier in the season (South Island AC Champs) about the lawns at Nelson Hinemoa, it was being raised with the Nelson Council who look after the lawns, to try and improve in certain areas. Please also note that with the event being played late in the season, it is likely to affect lawn quality and speed.

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

- clear instructions
- It was well run
- Tournament manager should have re evaluated the weather conditions and returned to the Round Robin schedule. It was at huge expense for me to fly to Nelson from Northland for 7 games. and as a new player, it is very disappointing to not get a real chance to experience a proper Tournament. i felt really let down by your association's decision on not playing in case it rains, This is a Winter sport.
- She is a good communicator, and kept us in the picture as to what would happen. When the weather became an issue, she came up with a new plan that would give a fair result if Sunday got rained off.
- Yvonne was brilliant. Good communicator.
- Great job

## **CNZ TC Response**

Thanks to Yvonne for managing in challenging conditions.

For the avoidance of doubt, croquet is not a winter sport. The playing season runs from September to April.

## **Other feedback**

- was disappointed the format was changed.
- It is a "rep" game so I don't know if I would be able to qualify. Location is great but on the wrong island, so costs come into it. Haven't done the sums but the cost of a 2 day tournament was in excess of \$1000
- Giving too many shots away on my handicap at this level of play.
- Depends where the tournament is held as costs could be too much. The location is important.
- It would have been nice to have our own personal draw, with all player's names listed with their handicap and region listed. It would have been good to have displayed the results, as they came in. This could have been in a hard copy format displayed on a wall, or via a computer screen.
- No, except that I enjoyed to tournament and was grateful for the opportunity to attend
- Thank you for the opportunity. I did however meet some lovely competitors and club members
- I came away feeling very disappointed with the whole experience. I didn't do well myself but that's entirely [my] issue. I felt an honour reaching National level and coming to play at Hinemoa Croquet Club... when first day was finished I checked Croquet scores that evening which had Super section A and Super section B that was all and there were 4 or 5 names not in either section mine included so I didn't know whether I was playing the second day at all. I arrived for play Sunday morning and asked Yvonne if she could explain the days play format

which she [did]. By that time there was a Super section C which had my name and others. We were all prepared to play but when she explained the format she stated Super section A and B on assigned lawns and section C players have the choice of playing or not but if we played we would need to use our cards. One or two players felt this was wrong as we were given the choice to play or leave which meant we were no longer in the tournament. The weather on the Second day was quite playable my partner took issue of being told this as we both had travelled from a significant distance for 6 games and no play following day. The attitude of some of the host club could improve as section A and B were addressed as top players and section C was addressed as "you others" !!!! My partner chose to leave as I didn't have a game to play and there was such a controversy about using our cards I decided to leave also as there was no competition to be had. To top it off my partner and I decided to watch the games that were being played from inside the club house but overheard a group talking at the Managers table talking about the ones that chose not to play. One male stated to the Manager "well I hope you got their lunch money off them before they went" this disgusted me and so we left.. I feel I have let my region down due to a disorganised tournament. So travelled all that way expecting 2 days full play. One of the referees came up to us and said go and have your game and don't fill your cards in. Just enjoy your game. We were told who the referees were for the 2 days but another referee popped her head up to tell us in no uncertain terms that cards are to be used and that is that when I asked what her authority was she stated she was a referee. I hadn't met the previous and as far as we were told 2 gentlemen were the designated referees. One player stated that flags should be present at National finals to which he was told by club member " if you want them out then feel free to put them out. Finding the draw was difficult. There was nothing on the tables for us the find who we play and what their handicaps were we had to ask to see the one copy on the Managers desk I would not normally document these issues but I held this club in high esteem as I watch a lot of competition games on YouTube and I felt so proud coming to play here. Unfortunately I have gone away very disappointed

### **CNZ TC Response**

On the final piece of feedback -

We're sorry you did not enjoy the event. Unfortunately the severe weather forecast and subsequent changes to the format made the tournament challenging to manage and a change of format was required to ensure it finished. Playing on water-logged lawns is likely to lead to injury, and is also prone to causing lasting lawn damage, and we feel that it was the correct decision to change the format to pre-empt the horrendous weather forecast.

We cannot account for why a referee informed the players in section C that AHS cards were not required - all games that are part of CNZ tournaments should be recorded on the AHS, whether they are consolation event games or not. This is not a refereeing matter.

It is unfortunate that you feel let down by not having any play on day 2, but your feedback also states that you elected not to play on day 2. It is also unfortunate that comments from local club members offended you - however the TC is not able to police local matters such as this.

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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