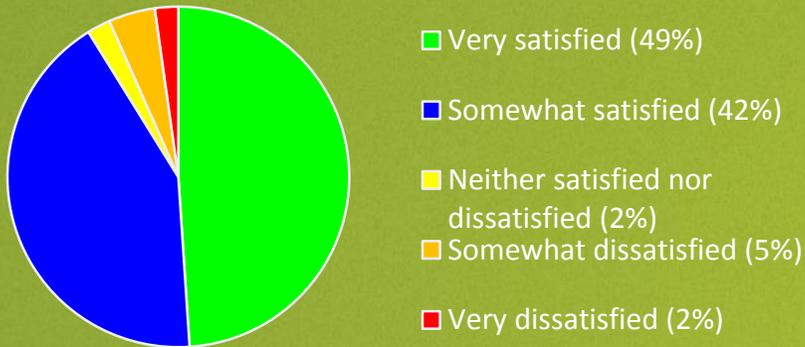


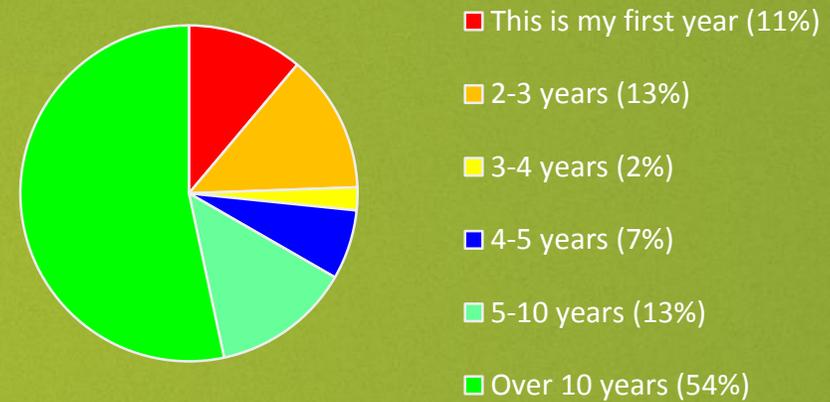
Surbiton Racket & Fitness Club Squash and Racketball Survey 2015

GENERAL

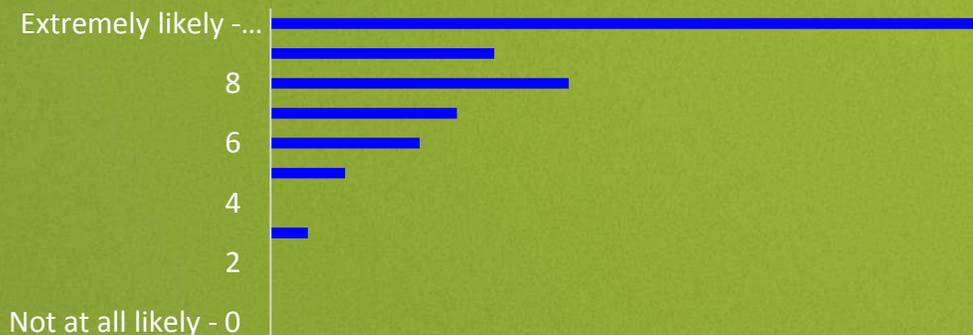
Overall, how satisfied or dissatisfied are you with Squash/Racketball at Surbiton Racket and Fitness Club?



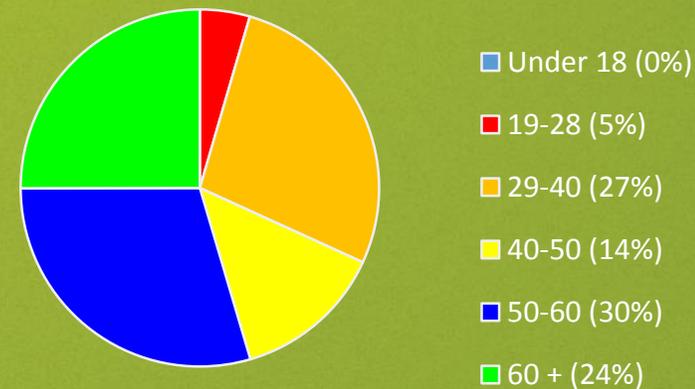
How long have you been a member of Surbiton Racket & Fitness Club?



How likely is it that you would recommend Surbiton Racket & Fitness Club to a friend or colleague?

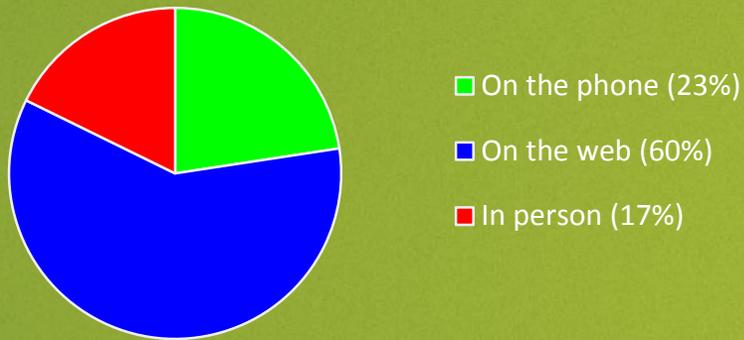


What age group do you fit into?

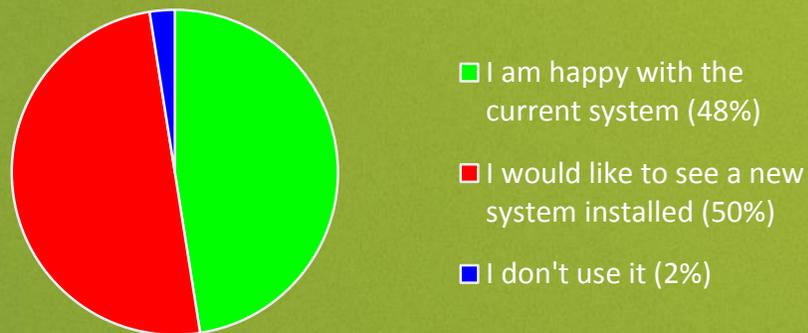


BOOKING SYSTEM

How do you book courts using the booking system?



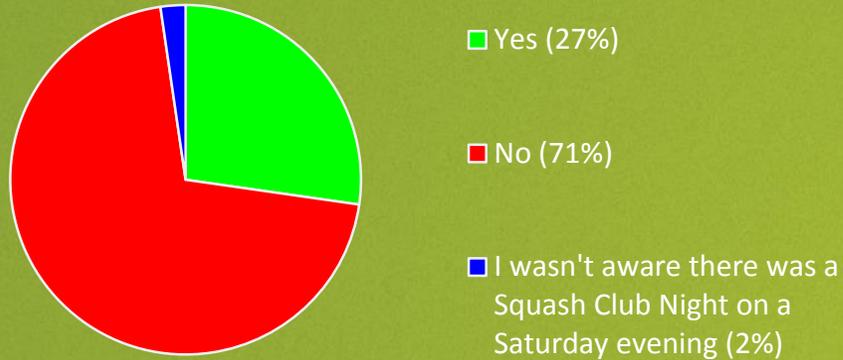
How do you find the booking system?



- It would be good to be able to book from an iPhone or tablet via an app
- Compatibility with Firefox. It's far too clunky, needs a more modern GUI
- I think a penalty system is needed to make sure as far as possible that booked courts are used, but accept that it is difficult to police. Whether this could be done by say 3 spot checks in the peak 6pm - 8 pm period by the duty manager?
- System is fine when it works, but sometimes it's really slow and just times out. It'd also be useful to have a page where you could see all your current bookings
- Mycourts is far easier to use on a mobile as per my previous club
- I am happy with the existing system, but find that much too often, the booking system is not working properly. It can take such a long time to actually get into the system to book a court, in some instances about 5 minutes - or it will time out - very frustrating. There are times when you can get straight in - but not as often as it should - i.e. every time!

MIX-IN SESSIONS

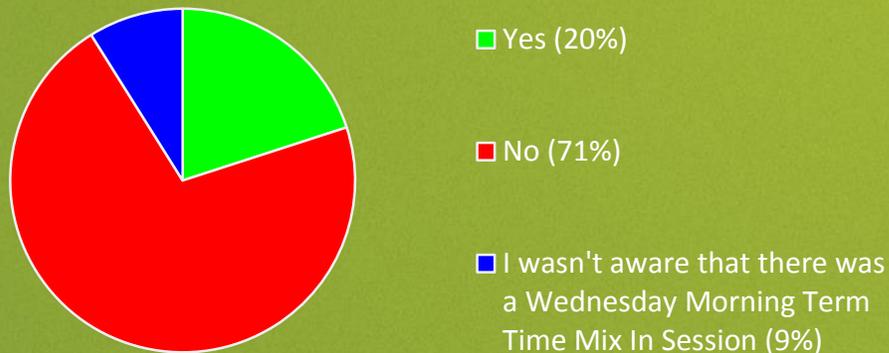
Do you attend Squash Club Night ?



Do you have Squash / Racketball Coaching at Surbiton Racket & Fitness Club ?

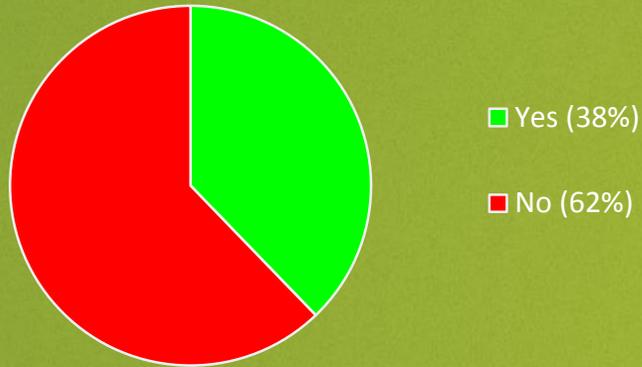


Do you play in the Wednesday Morning Term Time Squash Mix in Session?

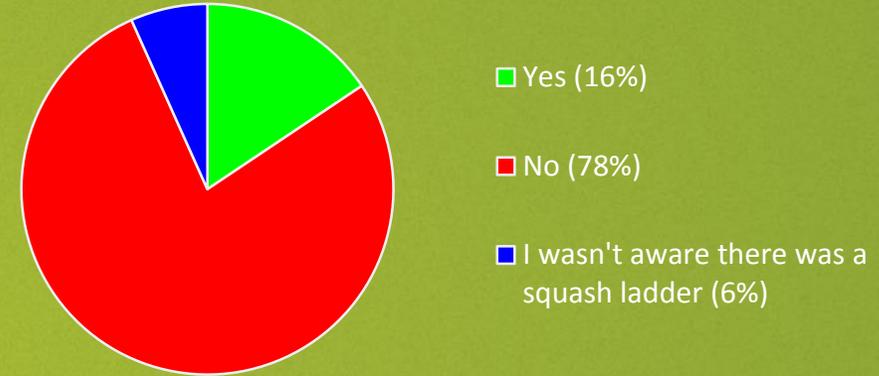


TEAMS/LEAGUES

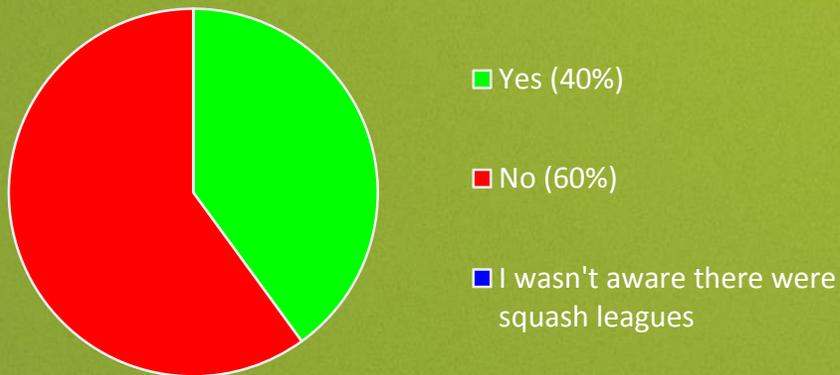
Do you play in the Squash / Racketball Teams at Surbiton Racket and Fitness Club



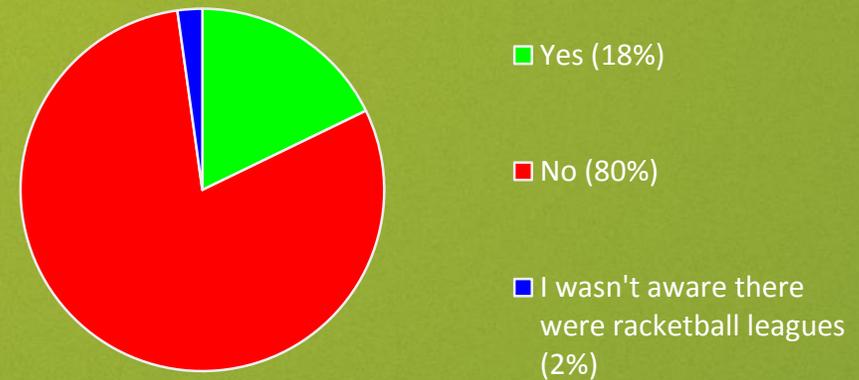
Do you play in the Squash Ladder?



Do you play in the Squash Leagues?

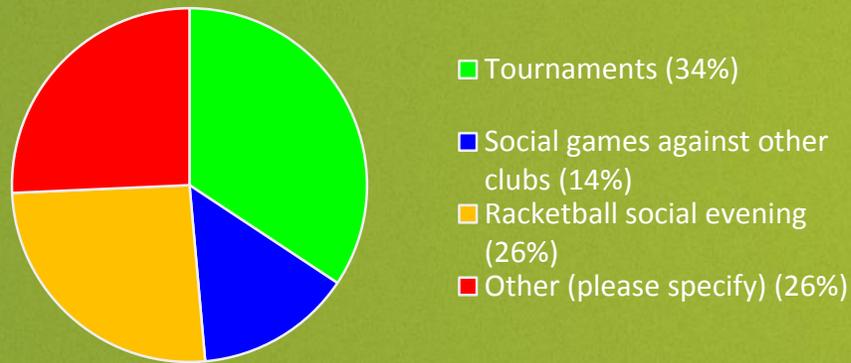


Do you play in the Racketball Leagues?



EVENTS

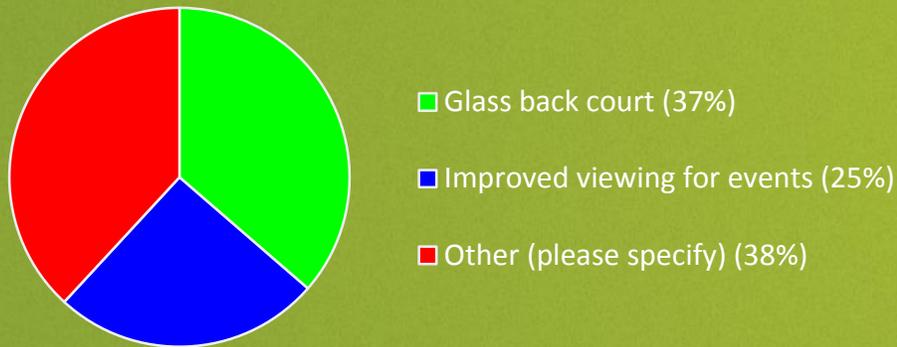
Events - what other events / activities would you like to have more of?



- Fancy dress disco night
- Last year we had a Tournament that involved Table Tennis, Racketball and Tennis. I think this was very successful and received well. It would be good to run this again and maybe divide the entries up so that the different areas of the club mix rather than have an all Tennis or Squash team. This would help to harmonise the club and possibly encourage people to try the other sport
- Our Sunday group is fast disappearing so I like to attract new recruits
- More squash social gatherings!
- Due to the fact that I am in my 70's, I am quite happy with the activities I use at the club, but if you did have a social evening against another club and needed a player, I would be happy to help out
- Monthly Racketball social afternoon on a Saturday
- More Junior involvement in socials and events

IMPROVEMENTS

What improvements would you like made to the squash courts?



- New glass back courts and better viewing for team matches and events
- The squash courts have been improved significantly over the last few years and maintained well - credit where it is due
- Additional court / courts as you cannot book the time you want
- The general temperature needs to be maintained to keep the walls warmer
- During Winter Heaters to be activated earlier in the day so the courts are warm at 4.00pm
- Facilities are fine as they are
- I don't believe glass back on its own would be much benefit. Could a camera be fixed to transmit pictures of matches back to bar area screens?

OTHER COMMENTS

- Overall the Squash/Racketball section is operating well and Michael is doing a very good job with the Juniors and also coaching and running club night. I do believe however that we need better representation to enable our views to be heard and in general terms there is not enough communication and involvement
- The area downstairs between courts is a bit cluttered. Could it be tidied up with perhaps new seating?
- I like the improvements being made generally and think the staff are very friendly and helpful
- I am concerned about the fact that often people are booking squash courts and then not turning up to use them. It seems a bit lax with people not 'confirming' their court on arrival, and quite often you find that courts, although booked, are not being used, where people have not cancelled or notified the club that they will not be using them. The booking system isn't very satisfactory and possibly could do with some attention as mentioned above
- We have a really strong Junior section now with a number of players representing Surrey. we should be marketing this information much better both internally and externally
- I am keen to suggest, help whatever it takes to promote the squash element of the club
- Keep calm and carry on
- We are very lucky to have Mike Hennings who is bringing through much needed young players. Ladies squash in particular is in need of help so attracting new players via more integration with the gym and tennis sections might help
- A dart board would be a welcome addition. It's the character of the club which makes it attractive
- The men's changing room has benefited from the Challenger tournament held earlier in the year and the work to the front of the pavilion has done wonders to improve the overall presentation of the club
- The loss of courts during peak times for coaching
- It would good if we could extend the gym into a new building (and not at the expense of a squash court). It would be good if the spinning bikes could be A. updated and B. stored somewhere else. I appreciate that is unlikely and understand the reasons why
- Regular squash team training and more one day squash tournaments would be good