

**2023 AC Women's Championship – January 7-14, Christchurch.**

**WCF Event Player Survey**

29 Responses out of 40 players – Australia 7, England 4, Ireland 3, New Zealand 12, Scotland 2 and USA 1

Question	Results	Comments
Were the pre-event procedures, such as entry and payment, satisfactory?	Yes = 29	Problems with money transfers experienced by some. It was a shame that details re billeting arrived too late, after other arrangements already made.
Did you receive the pre-event player briefing information? If so, was it well-presented and useful?	Yes, it was good = 28	Generally, there were many comments that the information provided by Chris both before and during the event was excellent.  One person would have liked more information about buses e.g. maps and fares.  One person didn't realise that CroquetScores commentary section was being used to communicate. This could have been made clearer in the briefings.  ➤ <i>The use of CroquetScores Commentary section in this way will be added to the Guidance notes to Bidders.</i>
Were the official functions e.g .Opening and Closing Ceremonies, Tournament Dinner etc well organised and enjoyable?	Very good = 14 Good = 13 Satisfactory = 2	Comments generally positive, with Maori elements thought to have been done respectfully and well. A few thought the organisation of the Opening Ceremony parade and photographs could have been improved, with players not knowing where to go and photographs not well organised.
Was your number of games each day too many, not enough or about right?	About right = 29	
Was the overall duration of the event too long, too short or about right?	About right = 29	
Was the event well-managed?	Yes = 29	16 players all thanked Chris for doing such a great job.  The decision when to start play at Cashmere on the rain day was questioned as too early: <i>I do believe the referees and manager at St James who decided when we were to go on after poor weather sent us on too early. I could not physically hit from A-Baulk to Hoop 2. They</i>

		<p>themselves could not either. Many women struggled and I had genuine concern that someone would injure themselves.</p> <p>➤ <i>The MC agreed that guidance should be provided to help define when Managers should put lawns back into play. Both players to be able to hit the length of the lawn with a single ball stroke. This will be added to WCF regulations or guidance notes next time they are updated.</i></p>
Was the event well-referee'd?	Yes = 28 No = 1	Generally, the feedback was supportive. However, one referee was not felt to be up to standard.
<p>Were the courts of suitable quality?</p> <p><b>Cashmere</b></p> <p><b>St. James</b></p> <p><b>United</b></p>	<p>Very good = 12 Good = 12 Satisfactory = 1</p> <p>Very good = 11 Good = 9 Satisfactory = 2</p> <p>Very good = 20 Good = 8 Satisfactory = 1</p>	<p>Generally lots of praise for the lawns and thanks for the volunteers.</p> <p>Some comments regarding the rain and how it was dealt with, such as being put on too early and not enough use of squeegees to help dry out the lawns.</p> <p><i>'Some squeegees at St. James and Cashmere may have helped get play underway sooner when the lawns flooded on Saturday morning. The St. James lawns were really still not playable when we commenced at 2.15 pm even though the rain had stopped a long time before.'</i></p> <p><i>Managers of events are encouraged to ensure in advance that satellite clubs have personnel on site who know how to return lawns to play as quickly as possible.</i></p>
Were the balls of suitable quality?	Yes = 29	Players were generally glad that the balls were not the newer Dawsons, but old ones.
<p>Were the hoops well set?</p> <p><b>Cashmere</b></p> <p><b>St. James</b></p> <p><b>United</b></p>	<p>Yes = 26</p> <p>Yes = 20 No = 1</p> <p>Yes = 29</p>	<p>Feedback from some players was that the hoops were too tight and this made break play too hard, resulting in lots of interaction and no TP's.</p>

<p>How would you rate the 3 club venues overall, including facilities and catering?</p> <p><b>Cashmere</b></p>	<p>Very Good = 25 Good = 1</p>	<p>Many players liked the individually named boxes prepared by Cashmere, although there were also comments that this led to waste.</p> <p>General the food and ambience at Cashmere was popular and the volunteers thanked.</p>
<p><b>St. James</b></p>	<p>Very Good = 15 Good = 6</p>	<p>The food was praised, with no criticism received and the volunteers were again thanked by several players.</p>
<p><b>United</b></p>	<p>Very Good = 16 Good = 9 Satisfactory = 3 Poor = 1</p>	<p>Players thanked the volunteers for their time and effort. The BBQ was popular, although one or two comments that the quantities were poor for the cost.</p> <p>Quite a few comments from players that the daily teas and lunches were thought to be monotonous with requests that players should be able to help themselves and a request for a much more varied meal plan.</p>
<p>Publicity. How would you rate the publicity, such as the Event Website and the Live-Streaming?</p> <p><b>Event Website</b></p>	<p>Good = 15 Satisfactory = 13</p>	<p>Generally great feedback and thanks again for the hard work of the volunteers. Some ideas suggested for future improvements included:</p> <p><i>the social connections and atmosphere were a highlight and doesn't seem so apparent to outsiders. One idea is that Wimbledon has, for many years now, shown fun clips to round off their Finals presentation - so perhaps entertaining stills can be processed during the week, to show after live presentation to the winners in the future (+ champagne popping and many garlands of course!</i></p>
<p><b>Live Streaming</b></p>	<p>Good = 20 Satisfactory = 6</p>	<p><i>As far as I know the only publicity was a short piece in a local paper. A planned pre-event interview did not happen for some reason. Speaking to people in Christchurch we did not find anyone who knew the event was on - maybe some social media coverage would have helped. I also spoke to people at United who just stopped to watch - there was nothing to explain it was a World Championship. Perhaps a banner attached to the fence facing the botanic garden would have been a good idea and having the flags on poles fixed to the fence would have made them more prominent. Could the WCF design a leaflet for GC and AC World Championships aimed at the interested passer-by which could be printed off by venues? Having it in English, Spanish and Arabic would cover most of the croquet playing nations.</i></p>

		<p>A canvas banner or flag &amp; stand that says "World Championship Croquet Event" might travel easily enough from host country to the next. The purpose being to alert passersby to the special nature of the event. Local signage on the venue perimeters might be possible. I presume the WCF supports the hosts with media guidelines, press statements, interview angles. Vouchers for social events as 'payment' or incentive to participate in radio/cellphone interview. A 2 minutes "highlights" reel might make a useful promotional resource for the next event eg "here's the action from 2023, who will make the cut this time?"</p> <ul style="list-style-type: none"> <li>➤ <i>The MC have considered the question of banners. It was felt that the cost of moving these from venue to venue is prohibitive. Anything robust enough to last long would be heavy and expensive to ship, whilst light-weight items would not last long. Hosts are encouraged to see what signage they can put up themselves.</i></li> </ul> <p><i>I was surprised by seeing NO signs or advertising outside the 3 clubs promoting the Women's world Championship. It was a missed opportunity that should have been used.</i></p> <p><i>I thought it was great having the players involved in the commentating.</i></p> <p><i>I thought the live streaming of AC was the best filming of croquet that I had ever seen.</i></p> <p><i>I know any publicity is time consuming and it is difficult to get photos but ... Website - The small report with link to CroquetScores was fine but there is no link to <a href="https://acworldwomens2023.wordpress.com">https://acworldwomens2023.wordpress.com</a> for player profiles, etc.. Even here, the photos run out after Day 3. There is next to nothing on the WCF Facebook page. For example, Marion McInnes' great achievement reaching the 16 was only mentioned on our club FB page and then shared by Croquet New Zealand.</i></p> <ul style="list-style-type: none"> <li>➤ <i>Regarding Facebook posts, Debbie to ensure someone else is preparing the posts when she is playing in the event!</i></li> </ul>
<p>How would you rate the event overall?</p>	<p>Very Good = 26 Good - 3</p>	<p>A selection of the comments:</p> <p><i>You ALL did a wonderful job. Thank You, Thank YOU, THANK YOU for making it such a memorable and great experience!</i></p> <p>Note: there were several comments along these lines, I haven't put them all in!</p>

*There was strong support for holding the next WACWC in the USA. I hope the WCF will encourage a bid from them, preferably in 2026 rather than waiting until 2028 which is the year given in the current schedule.*

*A bit more merchandise might have been appreciated (eg caps, mugs), The little badges were and the T-shirts were great. Would have been nice to order shirts at the event rather than having to do in it in advance.*

*Maybe the availability of billeting could be made earlier, I made enquiries and was told there would be billeting, some players booked the hotels afraid that if they delayed they would not find accommodation. Also maybe there could be hard copies of the bus routes available in United Club that would have helped us find the necessary bus routes to the outlying venues.*

*The event badge provided by the organising committee was excellent. Encouraging future hosts to avoid the perception of their catering as having elements of "portion control" is always appreciated. The lawns and hoops were outstanding, as was the management and communication. Use of croquetscores for communication always appreciated. Event websites aren't that useful anymore with croquetscores being the event go-to these days.*

*I was billeted and found this fantastic. My hosts drove me everywhere, fed me, washed my clothes and took me sightseeing before and after the event.*

*I appreciate the google forms for the Bio's and Feedback. A very easy platform to communicate with.*