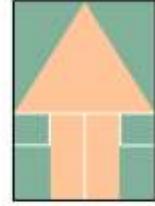




BOSTON SQUASH AND RACKETBALL CLUB

Showing the way ahead!



HOME OF THE FIRST NATIONAL LOTTERY FUNDED RAINBOW COURTS IN THE UNITED KINGDOM

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www.bostonsquash.co.uk

The following analysis presents anonymised results of the survey of members carried out electronically between 11-13th July. Overall we received 65 responses. We also respond to specific comments and queries raised.

Subscriptions

Overall, 57 respondents answered this question, with 8 who said N/A (e.g. life members) or passed the question.

38 of the 57 respondents (two-thirds) indicated they would be happy to waive their entitlement to a refund as a donation of a club. We are very grateful for this level of generosity, but are also very aware that everyone's financial circumstances are different and so completely understand the position of those who prefer to receive reimbursement.

At the moment, our priority is getting the club open safely which is consuming a huge amount of time, but as soon as is practicable we will issue details on claiming refunds etc for those who wish to do so (this is not a delaying tactic – the committee is just extremely busy at the moment!).

We also invited specific comments on this question, which are summarised/answered below:

Comment/question	Response
Various comments about wishing to receive a 50% refund, and donate 50%, or donate 1 month of the 4 closed etc etc.	To clarify, we do intend to offer refunds to everyone, and so it will be everyone's choice whether to accept or waive this. And so anyone would have the option to e.g. waive 50% as they see fit.
The club should offer a reasonable discount for the following year's membership as an incentive for people to rejoin.	We have considered this and think it will be more straightforward to just offer cash refunds to those who wish to claim them. The reason is that if we offer refunds in the form of discounted 2020/21 memberships, these will be much cheaper than usual, and so when we come to 21/22, membership will look very expensive and may deter people at that point.
It will end up at nearly half the year.	We closed on 20th March and will reopen on 25th July, so it has been almost exactly four months, although we appreciate it has felt longer!
Some complimentary tokens would be a nice gesture for people who donate subs to the club	We will discuss this as committee on Monday.
It depends upon the club finances. If the financial situation of the club is healthy and a refund to me does not greatly effect the club, then I would consider getting a refund.	This is of course understandable, we plan to issue a 'Financial Update' at the same time of details RE refunds, which members will be able to factor into their decision as they see fit.

Returning to play

Of those who do play squash/racketball (61 respondents), 36 (59%) indicated they would be happy to play with the expected limitations (full play only with members of their own household; socially distanced drills with others). Of the remaining 25, most indicated they do not intend to come back until full play is permitted, with one individual not yet planning to return for other reasons.

Kids' coaching

Of 15 respondents who indicated they are responsible for children at the club, 12 indicated they would be happy for their children to come back to organised coaching sessions following 'covid secure' guidelines.

Since then, we have been in touch with all those respondents keen for their children to come back to the club – as well as many others who partake in the junior coaching programme – and are delighted to confirm that junior coaching will recommence on 25th July, following covid-19 guidelines.

Overall happiness with communication

Overall most members expressed a high degree of satisfaction with communication during the lockdown (average 4.4 stars out of 5). This is broken down below:

Rating (1-5 stars)	Respondents
*	2 (3%)
**	3 (5%)
***	4 (6%)
****	11 (17%)
*****	43 (68%)
Average:	4.4 / 5

There are still a handful of members with whom we have not been able to reach by e-mail/text, and so we are aware that they will not have had the chance to respond to this survey and will not have had as good an experience.

There were some comments that communication was slow to begin with. The reason for this is that we had to collate all of our information into a more comprehensive and functional contacts database, which was all done using volunteers time. Now we have this in place, we should be able to be much more responsive going forward. There also was of course not too much to be said during the period of strict lockdown when re-opening looked a very long way off! We do note that an announcement was posted on both the club's Facebook page and club website (www.bostonsquash.co.uk) on the day of lockdown (20th March).

Other comments

We also invited general comments/queries. These are detailed below (some related ones such as on court bookings are grouped), with responses explaining our views.

Comment/question	Response
I am grateful that the club management is clearly thinking very carefully how the facilities can be reopened when permitted but with safety. We are all going to have to accept limitations and rules for our joint benefit. Us oldies will have to take it steady to start with as fitness will be dire!	Thank you. And yes there is a serious point here which is that after four months off, it will be important for people to take time to warm up and ease themselves back into the game gently to help prevent injuries!

<p>We had around 4 asking if a booking system will/should be introduced</p>	<p>The committee have carefully considered this and concluded that there is no need to do so. In doing this, we have analysed our available floor space alongside historical door fob entry data, and this clearly indicates there is no risk of 'overcrowding' in the club, provided we do not hold major events/tournaments, which are of course suspended for the time being.</p> <p>While government/England Squash guidance does allude to booking systems, we note that this is only guidance, and both also note that all businesses should consider their own circumstances. Our circumstance is that compared to most squash clubs, which can be quite cramped, have narrow corridors etc, we are fortunate to have a very spacious facility which alleviates the need.</p> <p>We also note that large and reputable gym chains such as David Lloyd and Virgin Active are also not implementing booking systems for their gym facilities, so we are by no means unusual in this respect.</p> <p>There are of course both pros and cons to a booking system compared with the current 'cards' system, which has been popular historically. Booking systems can lead to problems with e.g. some individuals booking up all the 'best' slots, and could also be exclusionary towards members who do not have internet access/smartphones. For the time being, we think it is best to open the club in a way that is 'familiar' to everyone, and leave that debate for another day!</p>
<p>I use the gym will that be opening?</p>	<p>Yes – further details on this will follow in a Members' Guide, to be circulated next week</p>
<p>Will we be able to use showers at club</p>	<p>Showers and changing rooms will remain closed for the time being. The main reason for this is to help reduce the number of areas which require cleaning, so that these can all be cleaned more frequently.</p> <p>We will therefore need members to arrive ready to play. We do ask that members do not play in their 'outdoor' shoes – so please come in with your normal footwear, and then swap on squash shoes once inside.</p>
<p>how long before full contact?</p>	<p>Unfortunately this will be a government/England Squash decision; we have no further guidance at the moment.</p>
<p>Can we crack the heating up a bit more on team nights.</p>	<p>Prior to lockdown the committee has agreed to invest in new court heaters for the glass-backed courts, in time for the winter 20/21 season.</p>
<p>When the club does re-open, it is very likely that the changing rooms and showers will not be available for some time, but I do think that the toilets really should be available as we are drinking a lot of fluids during matches.</p>	<p>The toilet facilities will remain available, though as you say changing rooms/showers will not be, initially.</p>
<p>Is it time to change and have a token machine installed so we are not having to handle money?</p>	<p>The problem with a token machine is that it can lead to a lot of cash being left on site (this is why we use meters operated by tokens rather than cash in the first place).</p> <p>However we will be taking delivery of a card machine in time for re-opening, and so contactless payments will be available.</p>
<p>Providing both players agree and are confident that they are not infectious then normal play between these is acceptable. Common sense should prevail!! Keep sensibly safe</p>	<p>As a business we do have a legal obligation to keep 'customers' (members) safe at our facility. Our approach to this will be as follows:</p> <ul style="list-style-type: none"> - Using our e-mails, texts, newsletters and posters at the club, we will make sure everyone is fully aware of the guidelines on 'socially distanced' squash/racketball, and which games/drills are recommended.

	<ul style="list-style-type: none"> - All of our club coaching sessions (juniors etc) will follow the England Squash distancing guidelines. - We will suspend internal leagues/competitions which encourage competitive play outside of peoples' own households/bubbles. - If (as committee members/staff) see players not following the guidelines on court, we will politely check with them that they are aware of the guidelines and what alternative games are available to help them maintain distance on court. <p>However, provided we are satisfied that individuals are aware of the guidelines, and that we provide a safe environment in terms of cleanliness, sanitising facilities etc, we do not currently plan to ask members to leave court or issue bans etc if they choose to ignore the guidelines.</p>
Can't we just sign a disclaimer and get on with playing as I am getting too fat.	No comment.
As a members club I hope full disclosure if the Government grants received will be made available to members to decide where any excess funds can be invested. Financial transparency is the key to keeping all members content!	<p>We intend to issue a financial update as soon as is practicable which will cover our current position and expenditure plans.</p> <p>Expenditure is managed by the committee in line with the club's constitution, and this has always been the case, whether for minor £100 repairs, or the £100,000 redevelopment project in the 1990s. In terms of transparency:</p> <ul style="list-style-type: none"> - The committee is elected by members each year at the AGM, which is signposted around the club - Minutes of each meeting are posted on the club noticeboard for all to see (or included on the newsletters during lockdown) - We would like to think most committee members are perfectly approachable and transparent! <p>While we do expect to have some excess funds left from grants, we do not currently think it would be sensible to rush to spend this, as we may face further closures in the coming months if there is a 'second wave', and in the coming months we are likely to face reduced income (from members not returning) and increased costs (cleaning staff, sanitiser etc). Therefore it is possible the club will run at a loss for a period of time, and we will need reserves to cover this.</p>
Will the bar be open?	Yes. We will be relaxing the rules on 'wet kit' in the bar to allow members to still have a drink after playing with the changing rooms being closed.
If we are wanting to use the gym is there only so many people allowed to use it at one time? Do we have to book a time slot etc? What is going to be the rules going forward for use of the gym?	<p>There will be a limit on capacity in the gym; we are currently considering the need for a booking system for this specific area for the club. We have significantly expanded the floorspace of the gym by opening the partition wall and relocating much equipment into the function room.</p> <p>We will confirm details in a members' guide to follow during the week.</p>
I'm happy for [name removed] to play as part of a household bubble. Not sure if I would like him to attend coaching sessions.	This is understandable and it is of course every members' decision whether to bring their children to coaching or not.

ENDS