

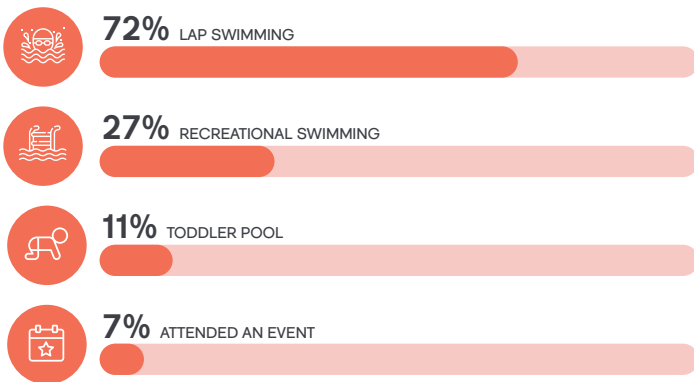
Customer Satisfaction Survey Results

Thanks to everyone who completed our customer survey. We had some great feedback on our Summer 20/21 season. Here's some of the highlights and areas we're going to review:

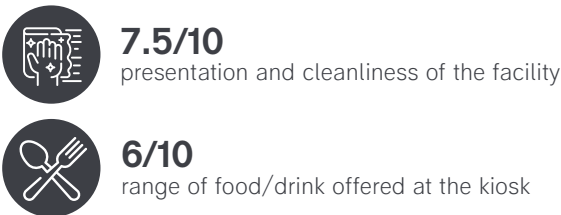
RESPONDENTS



PROGRAM AND SERVICES USED



AREAS FOR FUTURE FOCUS



THE GOOD NEWS!



8.3/10 overall satisfaction with the facility



9.3/10 likelihood to visit next season



8.8/10 likelihood to recommend to a friend



8.8/10 knowledge and helpfulness of staff



8.3/10 overall experience of the facility use since re-opening

WHAT YOU SAID

"I think you're doing a magnificent job! I love coming to the pool... it's a hidden local gem!"

Entry price is great and affordable

"The booking of numbers limited lap lanes over the lockdown period was a wonderful strategy that enabled regular training to go on."

"I have been coming to Pines pool for many years and it is a fantastic pool. The staff are efficient, friendly and attentive."

"I took my children to the Friday Fun afternoons. They were well organised and supervised."

We can't wait to see you back next season!