

British Champs 2014 – Feedback

This document collates feedback for the British Long and Relay on 31st May / 1st June 2014 (www.boc2014.org.uk).

Summary

36 people provided feedback to feedback@voc2014.org.uk in the two weeks following the event. The key messages were as follows:

- Generally lots of positive comments on the organisation and planning.
- Poor catering. Please allow the “regular” orienteering food traders at future major events.
- Entry fees perceived as too high. Including several requests to see the event accounts.
- Quite a few comments about the individual course being too long (but almost as many saying they were fine, and definitely outweighed by the number of generally positive comments on the individual planning).

Organisation

- 14 people made generally positive statements about the overall organisation.
- Specific positive comments about:
 - Parking adjacent to arena (4 comments)
 - Cadets (4 comments)
 - Assembly layouts (3 comments)
 - Pre-event information flow (1 comment)
 - Commentary (2 comments)
 - Individual: angled parking (3 comments)
 - Relays: siting tents back from run-in to allow better viewing (2 comments)
 - Relays: the mixup with gaffles in the computer system was sorted quickly enough (2 comments)
- Specific negative comments:
 - Toilet trailers were a bad design – can’t see which are vacant, leads to longer queues (3 comments)
 - Toilets should cover up the male/female signs, which are generally ignored anyway (1 comment)
 - Shame to have to ban dogs (1 comment)
 - Little projection of image to passing public, e.g. road signs tiny, no banners etc. (1 comment)
 - Individual: string course too far away – prefer something simpler but closer (1 comment)
 - Individual: loud-speaker at prize giving inaudible (3 comments)
 - Relays: not enough toilets for the pre-mass start rushes at the relays (1 comment)
 - Relays: no string course (1 comment)
 - Relays: only one finish punch on laps 1 & 2 causing delays (1 comment)
 - Relays: poor view of incoming runners from changeover / finish arch obstructing (1 comment)

Entries

- 9 comments that entry fees were too high / not value for money, plus many comments on nopesport, and a dozen comments in entries themselves. Just 1 comment that the fee was fine / justified.
- Specific positive comments:
 - Ability to edit entries online (1 comment)
 - Pleased to see M/W70 relay class (1 comment)
- Specific negative comments:
 - Lack of refunds after the closing date in the British Orienteering refund policy (1 comment)
 - British Relay entry classes are too restrictive, compared to JK (1 comment)

- Should try to avoid BOC during school exam period (1 comment)

Traders

- 8 comments that the catering was poor quality, not appropriate for runners, not enough choice, not enough healthy options. Also many comments on nopSPORT about this.
- 7 people explicitly requested the regular O food traders be allowed to attend.
- 3 people complained about the lack of cakes.
- 3 people said one catering van was insufficient on at the relays [*Note: a second caterer was contracted, but the size of their van and relative dampness of the field / lack of hard standing had not been considered, and on the day they declined to bring their large van into the arena field.*]

Planning

- 18 comments that the planning was generally good or excellent at the individual. 11 such comments for the relays.
- 11 comments that the individual courses were too long; 6 comments that the lengths were fine. Much discussion on this on nopSPORT too, again with fairly evenly balanced views both ways.
- Specific positive comments for individual planning / logistics:
 - Orange course was mostly TD2 (4 comments)
 - Generally good terrain (3 comments)
 - Long walk to the far start was justified (3 comments)
 - Water on the courses was appreciated (1 comment).
- Specific negative comments for individual planning / logistics:
 - Individual area was just too rough (2 comments)
 - Long walk to the far start was not justified (2 comments)
 - Could have done with water at the far start (1 comment)
 - Whistle were being used at one of the starts, which was confused with the distress signal [to runners passing nearby from other starts] (1 comment)
- No further specific comments for relay planning:

Maps

- 4 comments generally positive about the maps.
- Specific comments:
 - Relay map too small a scale (1 comment)
 - Individual map was not consistent across the area (1 comment)
 - Individual map mapping of rides was not consistent (1 comment)
 - Individual map around control #208 was misleading (3 comments, plus discussion on nopSPORT)