

# Booking System Feedback

Wednesday, June 02, 2021

# 119

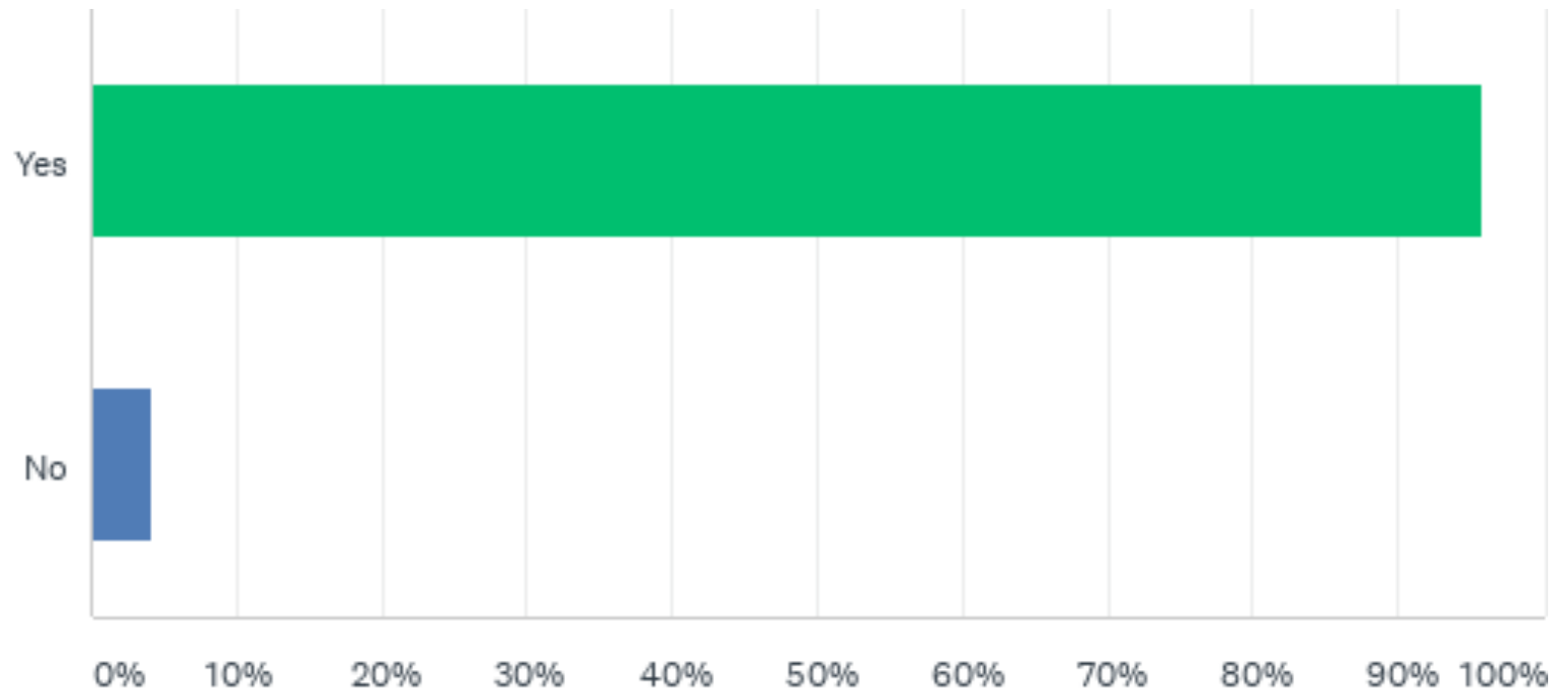
Total Responses

Date Created: Monday, May 24, 2021

Complete Responses: 119

# Q1: Do you use the online booking system?

Answered: 119 Skipped: 0



# Q1: Do you use the online booking system?

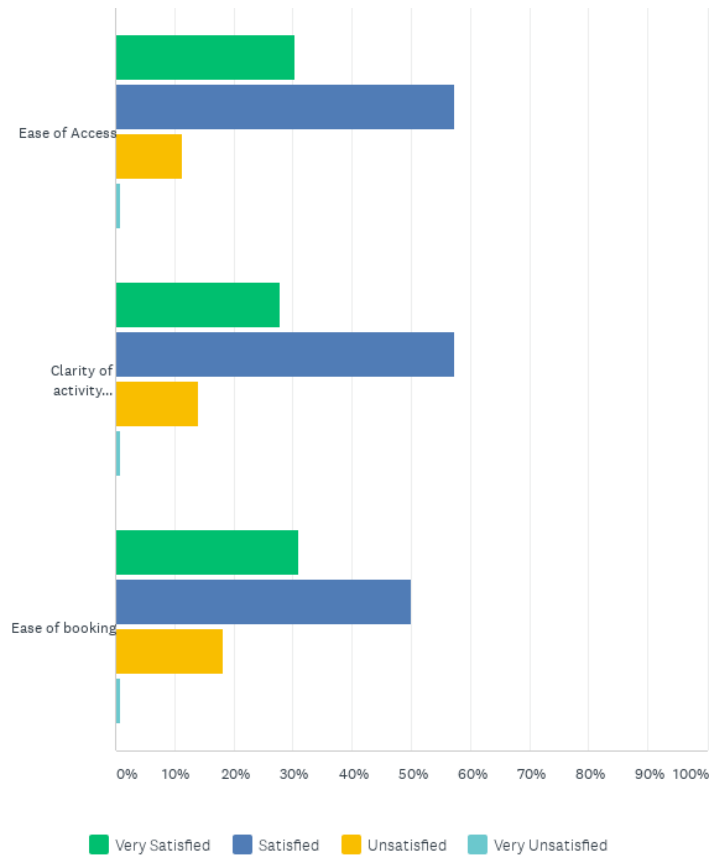
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Answered: 119 Skipped: 0

ANSWER CHOICES	RESPONSES	
Yes	95.80%	114
No	4.20%	5
TOTAL		119

### Q3: If you use it, how would you rate the online booking system?

Answered: 116 Skipped: 3



### Q3: If you use it, how would you rate the online booking system?

Answered: 116 Skipped: 3

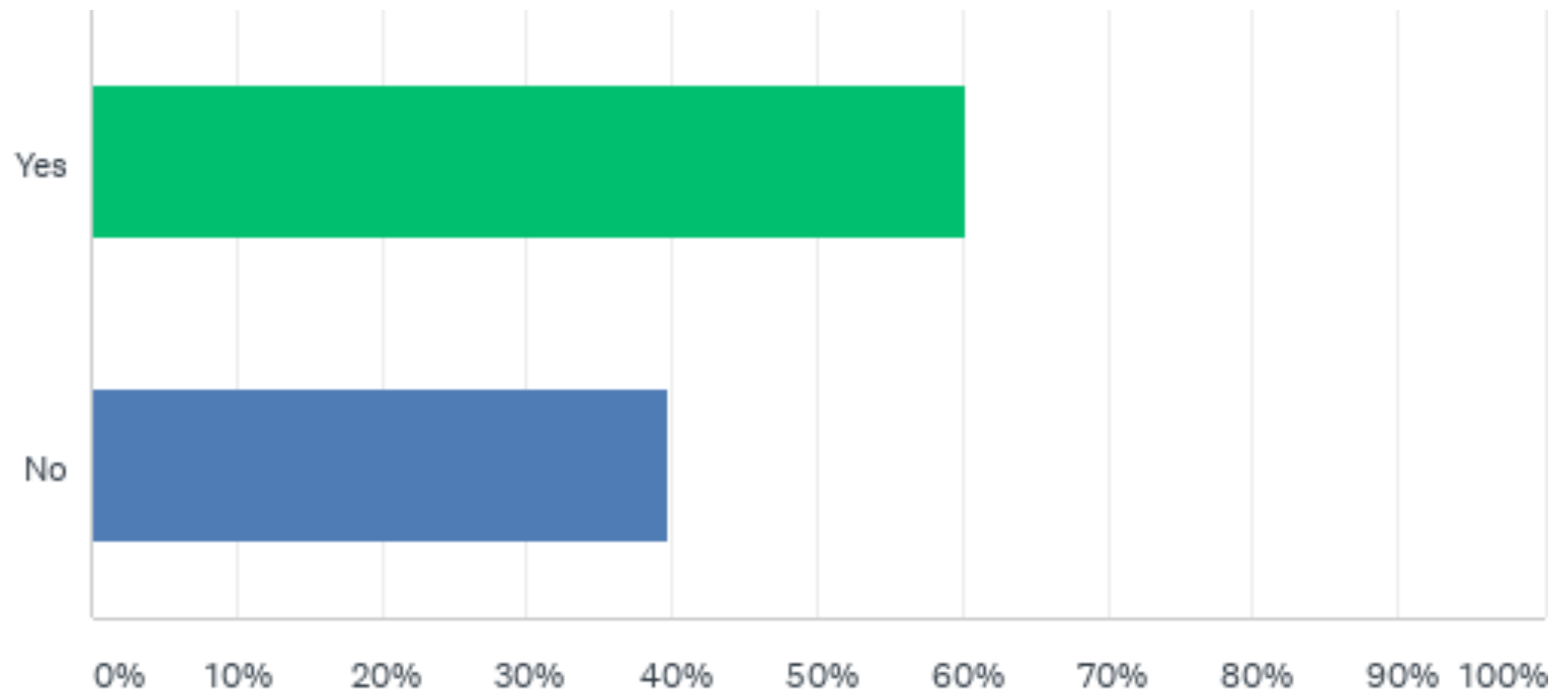
	VERY SATISFIED	SATISFIED	UNSATISFIED	VERY UNSATISFIED	TOTAL	WEIGHTED AVERAGE
Ease of Access	30.43% 35	57.39% 66	11.30% 13	0.87% 1	115	1.83
Clarity of activity selections	27.83% 32	57.39% 66	13.91% 16	0.87% 1	115	1.88
Ease of booking	31.03% 36	50.00% 58	18.10% 21	0.86% 1	116	1.89

Please suggest one way the system might be improved.  
(Note: *Answers with only 1 tally not shown*)

COMMENT	NUMBER
Being able to book multiple people at the same time	11
System clunky - too many clicks to confirmation	11
Search by class/activity only - not by date only for class	8
Swimming/Gym are activities not classes	8
App not user friendly	5
Seems fine	4
Activity definitions	3
Activities all together too confusing - simplify layout/grid layout	3
Having to log in each time/multiple logging in to get bookings done	3
Showing where you are on a waitlist? And auto-confirmation	3
Get rid of it	2
Range of dates/availability for an activity/class	2
Ability to put several bookings in basket then confirm	2

## Fitness Suite, Weights Room, Exercise Classes and Club Nights. Should we continue to use the system for the optional bookings after Covid restrictions are lifted?

Answered: 118 Skipped: 1





## **Fitness Suite, Weights Room, Exercise Classes and Club Nights. Should we continue to use the system for the optional bookings after Covid restrictions are lifted?**

Answered: 118 Skipped: 1

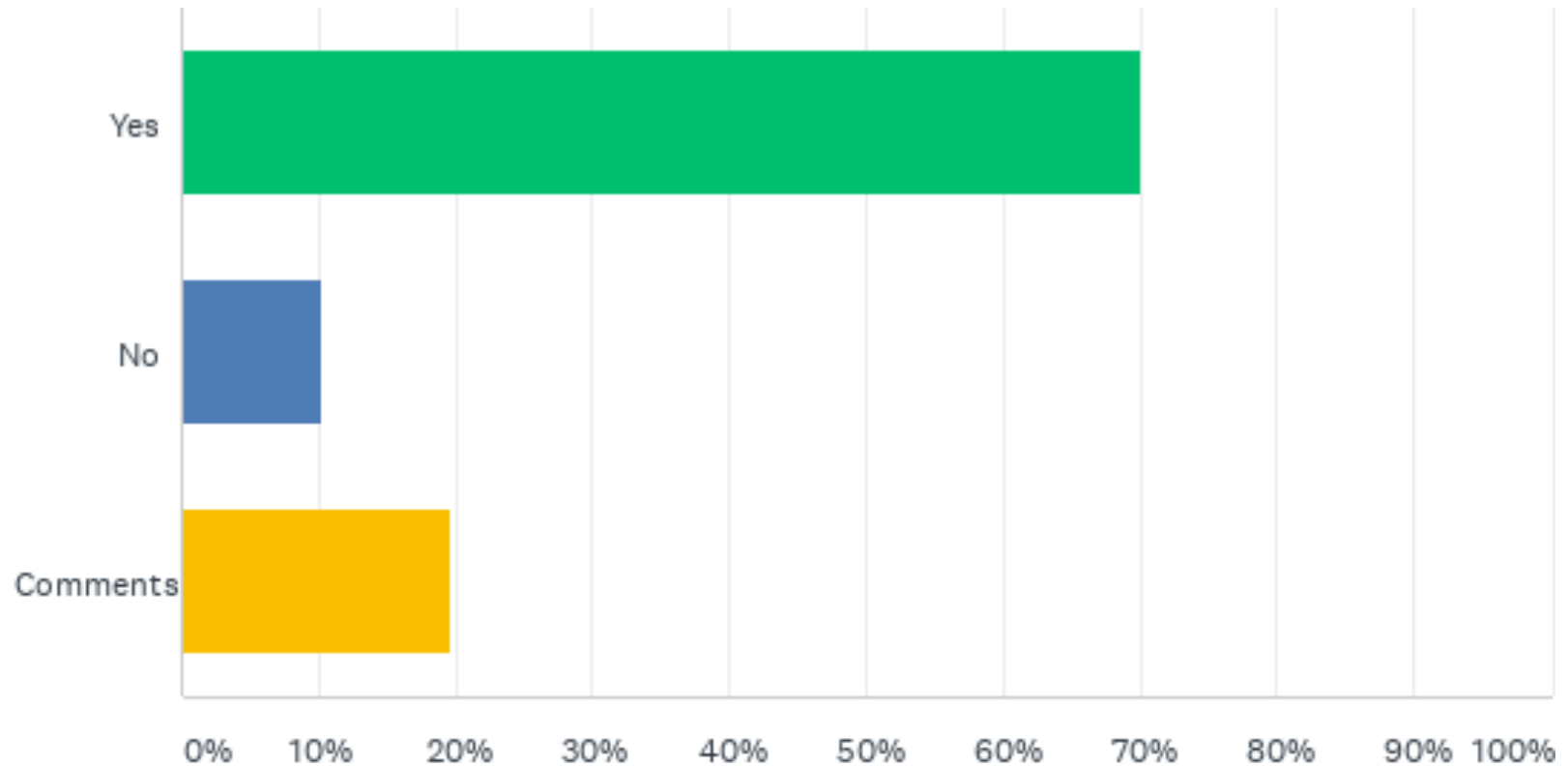
<b>ANSWER CHOICES</b>	<b>RESPONSES</b>	
Yes	60.17%	71
No	39.83%	47
<b>TOTAL</b>		<b>118</b>

Please briefly give your reasoning for your answer to Questions 5 & 6 above.

Comment	Tally	Broadly Against	Broadly For
Control of numbers/Nice to know there's space	33		33
Prefer flexibility/it's self managing	13	13	
Useful during pandemic	11	11	
Continue only for swimming	8		8
Online booking useful/convenient	7		7
Against booking system/All was well before Covid	6	6	
Not keen on fixed time slots/durations too short	4	4	
Doesn't like fines	3	3	
Continue for some activities	4		4
Don't like maximum capacity limits/hard to get a place	3	3	
15 minutes gap too big	1	1	
FWR kit is too congested during Covid	1		1
Helps me to stick to planned regime	1		1
No opinion	1		
Request for changing rooms open	1		
Request repeat bookings	1		1
<b>TOTAL</b>	<b>98</b>	<b>41</b>	<b>55</b>

## Q8: Finally, do you agree with the policy of small fines for booking no-shows to help minimise wasted booking slots?

Answered: 117 Skipped: 2



## Q8: Finally, do you agree with the policy of small fines for booking no-shows to help minimise wasted booking slots?

Answered: 117 Skipped: 2

ANSWER CHOICES	RESPONSES	
Yes	70.09%	82
No	10.26%	12
Comments	19.66%	23
TOTAL		117