

Feedback 2012

- firstly the comment slips given at the congress, then from other sources.

Our responses to some of the comments:

Expensive food/facilities, time to serve food: These comments (as well as the positives) have been passed to the venue. DLL head office has placed strict constraints on the local management in regard to food choices and pricing so it's out of local hands. We will still look at ways to offer attractive (hopefully) food options.

Facilities pass 1: "...restricted to chess players ... not ... family members ... I was not eligible and neither was my son because he was 13"; Non-players were eligible - DLL management concede (and apologise) that the reception staff were not properly instructed. Your son was also eligible but under 16s must be supervised when using the facilities (he is supervised by us whilst playing chess). We weren't made aware of the age constraint.

Facilities pass 2: "...helpful to have known the opening times ... I was unable to use the pass". Sorry, but I don't understand this one. The centre is open from 7 a.m. until 8 p.m. Saturday and Sunday, well beyond our playing sessions. Perhaps the writer could contact me - director@dundee-congress.co.uk - so we can clarify. It could just be the staff/communication issue mentioned above.

Spring allegro: We will have another crack at it. I'm just waiting for confirmation from the venue of availability

Location: "... pity it was not in Dundee City Centre". Swings and roundabouts. There are only a few suitable venues and they are much more expensive than DLL; there are no venues comparable to DLL in terms of facilities and comfort; there is no free parking during the weekend; traffic can be difficult. DLL is easy to get to (by car anyway) - motorway/dual carriageway almost all the way from anywhere; plenty of free parking; DLL is only 15 minutes drive for anyone wishing to visit the City Centre.

www.dundee-congress.co.uk/feedback.htm

*Very well organised congress held
in comfortable and pleasant
surroundings.*

Thankyou

Dundee & Angus Chess Congress 2012

We value your opinion of the Congress and invite you to tell us what you think of it. If you have any comments or suggestions for improvement then please complete this slip and leave in the box at the Major arbiter's table. Alternatively comments can be left on the website: www.dundee-congress.co.uk/feedback.htm

*Enjoyable as usual. Cannot think of
any improvements*
N. Andrews

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David Watson

*Excellent congress. Very well organised.
Really like venue - TV for sports, papers, plenty of room
to spread out and good that all tournaments in one hall.
Coffee + water also good. Keep it a 3 day event. Only mild
criticisms is food in some rather pricey and also ^{menu} ~~small~~
very limited but with McDonalds/Dobbies so does
not a problem. Well done. ~~But~~ ^{to} feel excellent too*

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*EXCELLENT CONGRESS - GREAT
VENUE, GOOD FACILITIES
ARRANGED AROUND LOCAL AREA*

and leave in the box at the Major arbiter's table. Alternatively comments can be left on the website: www.dundee-congress.co.uk/feedback.htm

Excellent Tournament, Venue Very
Pleasant Surprising a bit of a problem
Especially the Dunelton
S my

Thankyou

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Well run tournament, as usual.
Just a pity it was not in
Dundee city centre.

Thankyou
www.dundee-congress.co.uk/feedback.htm

THANKS FOR A GREAT CONGRESS!!

Thankyou

Time control this year is a
big improvement.
Everything else excellent as always!

Thankyou

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GREAT VENUE. GOOD TO HAVE THE
LEISURE OPTION FOR TIME NOT PLAYING
EASY TO GET TO. TOURNAMENT WENT VERY
SMOOTHLY. WELL DONE.

in the box at the Major arbiter's table. Alternatively comments can be left on the website: www.dundee-congress.co.uk/feedback.htm

JUST A FANTASTIC TOURNAMENT
AS ALWAYS!

Thankyou

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Wooden sets for top
boards?

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I found the tournament
fun and well planned.
I will happily come
next year.