

## DURING YOUR EVENT

### 2.1 COMPLAINTS AND QUERIES

Unfortunately at some point during your event you may have to process a complaint or query. Complaints may include protests, which should be directed to your lead referee and/or Jury of Appeal Chair. Customer service complaints, such as car park issues, onsite refreshment complaints and facility issues, should be directed to facility management team.

### 2.2 COMPLAINT PROCEDURE

Ensuring you have a clear and concise complaints procedure ensures that complaints are dealt with professionally and transparently; this can avoid further protests and complications. A template complaints procedure is demonstrated below:



### 2.3 FRONT OF HOUSE

The Front/Welcome desk at your event will be the face of your event. It is one of the first and last things that spectators and swimmers will see. It is also important to remember this is the place most spectators will go when they have any queries or questions. Therefore, it is essential to have all information about the meet situated at the front desk.

At Swim Wales National events, there is a front of house folder that contains the following documents:

- Meet Pack: all the information about the meet, entry requirements, qualification times, medals etc...
- Warm up times, who is in what lane and how many per lane.
- Event Schedule
- Risk Assessment – one must be carried out before each event and placed in the folder.
- Query forms for any question you can't answer during the event.
- Record application forms – in case any Welsh records (or British) are broken during the competition.
- Disqualification Query forms.
- Volunteer and officials applications – Please be aware for any volunteer under the age of 18, emergency contacts will be required.

The front desk is also where Coaches should collect their coaches passes.

Upon arrival the coach should head to the front desk state their name and club, collect their pass and a programme then they will be able to gain access poolside.

Anyone without a poolside pass must coach from the spectator side of the pool. To make it easier to find the right coaches pass it's best to organise the passes in club alphabetical order and then by the person's name.

#### 2.3.1 Tickets:

For each national event, including the Swim Wales Legends meet, Swim Wales sets a

spectator entry fee and the tickets and a programme on arrival.

For each National event, Swim Wales sell tickets and programmes; the events typically offer a discount rate for a full event ticket.

For most events Swim Wales charges  
£5.00 for a day ticket  
£3.00 for a day concessionary ticket  
£5.00 for a programme.

Free for children under the age of 14 years old.  
(Prices as of August 2018)

Event spectator passes can vary in price depending on how long the event is. Concessionary tickets are available for Students with a valid ID and for adults over 60 years of age.

At Club events it is up to the club to decide what prices they would like to charge or if it is a free event.

#### 2.3.2 Merchandise:

At Swim Wales National events, the team offer a selection of merchandise, including the Water Dragon range, along with TYR apparel. At Club events it is down to the club if they would like to sell their own merchandise and or if they would like a third party to come in.

### 2.4 VOLUNTEERS AND OFFICIALS

Its likely that without volunteers, your event would not run. Take time to speak to your volunteers, find out about their experiences, this will help you develop their experience at your events and encourage them to return. Volunteers who feel supported, recognised and valued are much more likely to spread the word and come back! Volunteers attending and supporting may be entitled to claim expenses, each club or organisation will have an individual policy and it is important to ensure this policy is available for volunteers to read and understand before committing to the event. This could be highlighted in your meet pack (refer to 1.4.8). you should also provide expenses forms onsite for volunteers to complete, a template expenses form can be found in the appendices.