

Dear Secretaries, Event Secretaries and Committee members

We are writing to ask for your help in improving the information we collect on our event booking forms. We thought that if we explained how we use it, some details we request would make more sense.

We do ask for the phone number, and the email address of **all the people who are attending the event.**

There are a number of reasons why this is useful:

- Sometimes we have information we need to let course participants know e.g. what equipment to bring;
- Sadly, there have been occasions we have needed to cancel an event – even at the last minute – e.g. for a bad weather forecast. We need to be able to get a message directly to participants;
- We like to make sure that everybody has arrived safely for an event – we do ring to check that somebody is all right if they haven't arrived at the start. Increasingly events are not based at Park Farm; sporting events may even be out in the countryside. If a member is not there for an event, we are concerned that they may be having difficulty in finding us;
- Ensuring everybody has arrived is particularly important on trips out e.g. coach trips. We have had instances where a member has gone to a different stop to where we expected to pick her up.;
- We can use this number if a member is unwell while with us and we need to try and contact family for them. (For a trip, we are likely to specifically ask for an emergency contact name and number for this reason).

We also need your help in impressing on members that if they are unable to attend an event, they need to contact either the WI office or the organiser if it is very late (we will provide a phone number on the ticket). We understand that circumstances can change at the last minute, but increasingly we are finding there a number of 'no shows' with no message and this can cause difficulties

- We don't know if members have had an accident en route (see above);
- We often keep a waiting list, and an empty space deprives another member of their chance to attend;
- Many events are catered – fellow members bake and cook to help us enjoy events all the more. When we have large numbers of people who don't turn up (13 out of 32 booked at one recent event) food and effort is wasted;
- If it is an event paid for by WIs, your money is wasted.

Thank you for your help. We do our best to provide events that are interesting and fun, and we want our members there to enjoy them with us.

Board of Trustees and Sub Committees