



HARDYS BAY CLUB MEMBER & VISITOR SURVEY FEEDBACK

We launched this survey on Wednesday 29th October and closed off for submissions on Monday 2nd December 2024. Thank you to all who completed the Hardys Bay Club (*the Club*) survey.

280 people filled in the survey, 31 non-members and 249 members (out of a possible 589 fully paid-up members). This is a great response to such an exercise.

Many of you use our newsletters for information on what's happening at the Club, but also a range of other sources, such as Facebook, word of mouth, club website, WTKCA's monthly "Talking Turkey".

What you Like/ What Sets HBC Apart from Other Venues

- No pokies
- Run by & for the community
- Friendly, relaxed vibe, welcoming & social.
- Enjoying recent improvements eg Clubroom ceiling fans, painting of the pergola, roof changes
- Interactive entertainment such as Trivia Night and Music Bingo
- Live Music
- Men's Lunches
- Market Days

Food

- A wide variety of suggestions have been made in relation to the Hardys Hideaway Restaurant. The specifics of these have been shared with the Restaurant management and consideration is now being made regarding the improvement and changes that can be made. These will be communicated to members shortly, as soon as they are confirmed.

Beverages

- The majority of members indicated they were generally satisfied with the beverage selection and pricing. Suggestions have been made to increase the selection of cocktails and craft beer. We should point out that we do have 2 craft beers on tap, Coopers and Young Henrys, as well as several in the bar fridges. A variety of Cocktails are available for the asking.
- Some members stated they thought the beer and wine pricing was expensive, but we assure those members that our Club endeavours to keep its pricing at market

rate for the area we're in, bearing in mind the club needs to increase pricing caused by the relevant alcohol tax increase which occurs 6 monthly.

- Other suggestions such as more variety in zero alcohol drinks have been listened to and we will continue to provide more of these, although there are now quite a number in the bar fridges.
- Bottled wine selection and pricing was identified as something the Club could improve upon. Again, the Club endeavours to have a selection of wine for all tastes at various price points. The Club works continuously with its suppliers to ensure the wine list changes on a regular basis.

Entertainment

- Whilst the Club had strong support for the entertainment provided, suggestions such as the following are noted, and the Club will seek every opportunity to see where relevant changes may be made to its entertainment calendar.
- Movie nights, eg: comedy, social documentaries
- More sports on the big screen
- More variety in the performing artists, including ticketed events and outdoor events.

Opening Hours

- Suggestions were made to extend trading hours on a Sunday and with it, the opportunity to have Sunday evening meals at the Restaurant, even if only a limited menu such as roasts and BBQs.
- The Club has trialled extended hours in the past with limited success. The Club's Board and Management will keep an open mind to this though, for the future. If there is an opportunity to extend Club trading hours which will be beneficial for both the Members and the Club, it will be seriously considered.

What Else do you think the Cub Needs / Should do?

- Ideas ranged from specific repairs and maintenance to such areas as the driveway and carpark, entry ramp, toilets and entry signage.

Priority-is given to safety issues, followed by functionality and then aesthetics. These items will be attended to as urgency prevails and funding allows, in that order. The Club is also continuing to pursue funding from Government Programmes.

- The Club's Board is currently in discussion regarding member benefits, and you will be advised in due course what the Club may be able to provide.

Hardys Bay Club thanks its members for responding to the recent survey and we will maintain contact with you regarding the changes we are making, to ensure your membership at our Club meets and hopefully exceeds your expectations.

The Hardys Bay Club Team