

**TONBRIDGE CASTLE FESTIVAL OF MUSIC & FIREWORKS 2009
QUESTIONNAIRE FEEDBACK**

A total of 130 completed questionnaires were received

Satisfaction Levels	Excellent	Good	Fair	Poor
	(%)	(%)	(%)	(%)
Booking arrangements	30.0	48.0	10.0	8.0
Ticket prices	2.0	34.0	49.0	11.5
Quality of leaflet	7.6	51.5	18.4	3.0
Site layout	27.6	51.5	18.4	3.0
Toilet provision	20.0	46.9	6.1	0.8
Facilities on site (catering/bar/concessions)	8.4	36.0	36.9	6.1
Quality of performance	42.3	33.8	9.2	6.1
Standard of fireworks	47.6	34.6	8.5	7.6
Friendliness of staff	44.6	49.0	3.8	-
Litter arrangements	35.3	48.4	10.0	1.5
Lighting around the site	26.0	51.5	15.3	2.3
Signage	11.5	60.0	18.4	3.8
Overall standard of the event	36.1	46.0	10.7	3.0

How did you hear about the Festival?	
	(%)
Leaflet	26.0
Poster	6.0
Friend	30.7
Courier	16.1
Index	0.7
Leisure Guide	4.6
Radio	0.7
Website	11.5
Attended previously	11.5
Word of mouth	0.7
Local knowledge	1.5
Local paper	0.7
By chance	0.7
Email	1.5
Here & Now	-
Focus	-

Musical Preference	
	(%)
Classical	6.1
Big Band	28.4
Proms	34.0
Jazz	17.6
Tribute Band	53.0
Country	10.0
Musicals	49.2
Rock & Pop	68.4
Opera	0.3
Local Bands/Orchestras	0.7
Motown	5.3
Other	2.8

On which night did you attend?	
	(%)
Friday (Party on the Lawn)	23.0
Saturday (Summer Nights Musicals)	33.0
Sunday (Magic of Motown)	33.0
All three nights	1.5