

Northern England User Group Meeting Thursday 28th July 2011 Minutes



| Attendees | |
|--------------------|----------------------|
| Ann Smith | Blackpool (Host) |
| Paul Metcalfe | Blyth Valley Leisure |
| Colin Winfield | Blyth Valley Leisure |
| Richard Roeton | Cheshire East |
| Myles Strudwick | Hambleton |
| Christine Loble | Knowsley |
| Barbara Silcock | Knowsley |
| Jane Thomas | Knowsley |
| Dan North | Kirklees |
| Anna Farrelly | Salford |
| Kelly Harris | Salford |
| Amanda Blair | SIV |
| Dean Rooney | Total Fitness |
| Cerys Woodhams | Trafford |
| Andy Gordon | Gladstone |
| Tom Vian | Gladstone |
| Jonathan Taylor | Gladstone |
| Diane Cooper | Gladstone |
| Georgia Dowdeswell | Gladstone |
| Leon Houseman | Gladstone |

| No. | Agenda point | Discussion | Conclusion/Action |
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| 1 | Does anyone use course bookings online - Blackpool | <ul style="list-style-type: none"> SIV said that they did, works well for things like ice skating but not so good for swimming as you can book onto any level The new Learn2 module should solve some of these issues | <ul style="list-style-type: none"> No actions |
| 2 | Is it possible to create promotional codes for marketing - Salford | <ul style="list-style-type: none"> This currently does not exist within Plus2 SIV have an enhancement request raised for this at the moment | <ul style="list-style-type: none"> Salford to also submit an enhancement request |
| 3 | Reporting on number of subscriptions sold in a month - Blackpool | <ul style="list-style-type: none"> This can be done through subscription creation date or original start date | <ul style="list-style-type: none"> No actions |
| 4 | Connect variable prices - Cheshire East | <ul style="list-style-type: none"> Can Connect change prices like an airline, for example if you book early it's cheaper, then dropping the price at the end to fill up empty spaces Not currently in scope but will be added for consideration | <ul style="list-style-type: none"> Passed to development |
| 5 | Support Chip & PIN - Salford | <ul style="list-style-type: none"> Problems with Commidea, 28 day for a replacement chip & PIN terminal Georgia suggested that there is a higher | <ul style="list-style-type: none"> Feed this back to Commidea |

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| | | <p>price for a 24 hour swap out or could purchase an additional unit as a hot swap if there are problems</p> <ul style="list-style-type: none">• We need this feedback so that it can be discussed with Commidea | |
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