



FALMOUTH TOWN COUNCIL

Agenda Cultural Services & Leisure

Date 18/03/2024
Time 18:00
Location Atherton Suite
Chair E Seiler
Attendees L. Coley (Vice Chair) G W Chin-Quee BEM, K. Edwards, D V Evans BEM, G F Evans MBE, J Spargo and Z Young.

Explanation Dear Councillor,
I hereby invite you to attend a meeting of the Cultural Services & Leisure Committee to be held in The Atherton Suite, The Old Post Office, The Moor, Falmouth on Monday 18th March at 6.00pm for the purpose of transacting the following business.

Yours Sincerely,

Town Clerk

-
- 1 APOLOGIES**
To receive and approve apologies for absence.
 - 2 INTERESTS AND DISPENSATIONS**
To receive declarations of interest in respect of items on the agenda. Councillors are reminded to declare any dispensations granted.
 - 3 MINUTES**
To receive the Part I minutes of the meeting held on 22nd January 2024. (1-7)
 - 4 TOWN MANAGER REPORT**
To receive and consider the Town Manager's Report. (8-9)
 - 5 CULTURAL SERVICES REPORT**
To receive and consider the Cultural Services Report. (10-20)
 - 6 PRINCESS PAVILIONS REPORT**
To receive and consider the Princess Pavilions Report. (21-29)

FALMOUTH TOWN COUNCIL

Minutes of a meeting of the Cultural Services and Leisure Committee held on 22nd January 2024 at 6:00 pm in the Atherton Suite, The Old Post Office, The Moor, Falmouth TR11 2RT.

Present: Councillors L D Coley (Vice Chair in the Chair), K J Edwards, D V Evans BEM, G F Evans MBE, and J M Spargo.

Attendance: A M Williams (Town Clerk)
R J Gates (Town Manager)
M Lewis (Cultural Services Director)
M C Palmer-Williams (General Manager, Princess Pavilion)
M F Bennett (Administrative Assistant)

A973 APOLOGIES

Apologies for absence were received and approved from Councillors Chin-Quee (ill) and Seiler (ill).

A974 INTERESTS AND DISPENSATIONS

None received.

A975 MINUTES

It was proposed by Councillor Edwards, seconded by Councillor G F Evans and

RESOLVED that the part I minutes of meeting held on 4th December 2023 be confirmed as a correct record of the proceedings and signed by the Chair.

A976 TOWN MANAGER REPORT

The Town Manager presented his report that was duly noted.

The Chair thanked the Town Team for a very successful 2023 in regard to operations and event provision.

A977 CULTURAL SERVICES REPORT

The Cultural Services Director presented her Part 1 report.

It was proposed by Councillor Edwards, seconded by Councillor D V Evans and

RESOLVED that the

- (i) report be noted;
- (ii) feasibility works for the Arts Council's Museums Estates and Development Fund application be progressed as a matter of urgency to enable the full application;
- (iii) repurposing of the Library IT Suite be approved;
- (iv) Gallery vision, mission statement and objectives be approved.

A978 PRINCESS PAVILION REPORT

The General Manager, Princess Pavilion presented his report which was duly noted.

A979 EXCLUSION OF THE PRESS AND PUBLIC

It was proposed by Councillor Edwards and seconded by Councillor Spargo and

RESOLVED that in view of the confidential nature of contractual matters and personal information, it is advisable, in the public interest that the press and public, be excluded from the meeting.



Town Management Events to Cultural Services 22/01/24

Events

- Christmas Lights Switch-On

This went well and was well received. There was a large turn out on the night even though it was cold. The primary schools supported it well plus the various supporting acts.

There was a great selection of nominations and a very worth winner to switch the Christmas Lights on.

As with all the other Christmas events that have taken place this only happens with everyone working together from the various parties to ensure it is a success.

- Falmouth's Festive Weekend

We were extremely fortunate with the weather for the weekend as the forecast close to the event was looking much worse.

All activities went ahead including the artificial ice rink, curling lane, snow machines, snow globe, mountain bike stunt display, various musical entertainment, and other street artists.

The only thing that did not take place was the markets on both the Moor and Events Square although some did attend the Moor on the Sunday when the windspeed was lower.

There was very positive feedback for the weekend as it is spread across the town centre, businesses reported uplift in footfall and customer spend and many people commented on the positive family atmosphere in the town.

- Harmony Choir

We did a big promotion on this to ensure the local and wider community were aware of the date change to the day before Christmas Eve. This was because the choir do not perform on a Sunday.

There were a large number attending and the morning went smoothly with the Harmony Choir collectors supporting local charities. Again the various resources of security/4x4/Coast Medic as well as our teams ensure this is a safe and well organised event.



Cultural Services Report – 22nd January 2024

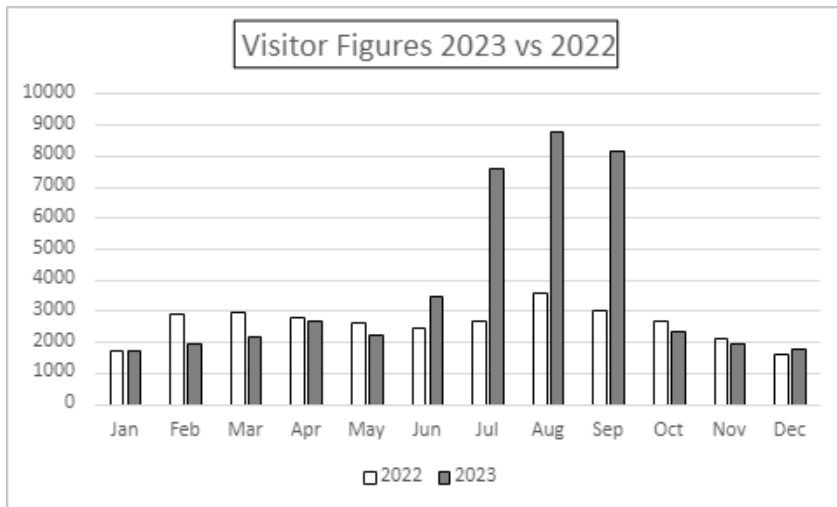
Part 1

- Visitor Figures – Gallery**

	Nov	Dec	
Total Onsite	1958	1788	
Adults	48	8	
CYP	160	104	
Unknown (clicker)	1750	1676	

2023 Totals

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Totals
2022	1718	2937	2942	2803	2646	2488	2701	3613	3011	2698	2117	1586	33282
2023	1723	1979	2205	2710	2233	3470	7614	8781	8179	2333	1958	1788	46996



User Figures – Library

	Nov	Dec	
Total Issues	6515	5201	
New borrowers	92	70	
Public Network Usage (Computers)	495	360	

2023 Figures

Library figures to follow

- Christmas Grotto**

The Christmas grotto was a great success, with lots of positive feedback and even the offer of donations. A voluntary donation may be something to consider for the 2024 grotto. The staff would like to give a big thank you to Cllr Eva for his time and convincing impersonation!

- **Exhibitions**

Opening on 13th January will be *Chosen Terrain*, a co-curated exhibition between the Gallery team and two professional artists who have walked the Cornish landscape together for 20 years, informing their artistic practice.

In the exhibition there will be a selection of new paintings by both artists, alongside works from the Gallery collection, that celebrate their joint interest in the Cornish landscape and their passion for painterly abstraction. The new works will also reflect some of the concerns they have with the environment and climate change. It will feature an audio visual project created by members of Splanna, the Gallery's youth environmental activism group.

Decision required: To note the report

- **Staff activity (additional to routine events)**

Gallery Strategic Development

The Gallery team have developed a draft vision and mission statement, supported by draft objectives, and would welcome comment from Councillors, ahead of drafting the final forward plan, which will include a more detailed activity plan:

Vision: 'We want to be an empowering voice for creativity in/and our communities.'

Mission: 'We will achieve this through the co-creation of an arts service which offers new perspectives, space for communities to thrive and people to connect.'

Objectives:

Advocacy

- The development of a communications strategy to deliver on audience engagement and to demonstrate impact to stakeholders.

Networking

- (Re)establish individual and organisational contacts and networks to support the promotion of the Gallery's activities and impact.
- Support staff in plugging into wider sector trends, examples of best practice and skills sharing.

Diversity

- Create a consultation framework to help identify the priorities of users and non-users, both in engaging with arts and culture, and other important areas of their lives.
- Develop an engagement plan to support distributed benefit of Gallery resources to marginalised/less-engaged/protected characteristics groups.
- Pro-actively participate in wider initiatives which could impact on future collecting and interpretation priorities e.g. Decolonising Falmouth.
- Seek out and develop opportunities to elevate under-represented voices both in the collection and the Falmouth and wider artistic communities.

Sustainability

- Research and develop new and innovative income generation, fundraising and charitable giving channels, through benchmarking, training and professional support.
- Ensure responsible stewardship of the Gallery's core budget, through delegation of budget headings to managers, empowering them and delegating responsibility and ownership.
- Review ACE consortium grant funding (MC7) to ensure wider benefit across Gallery operations.

- Identify achievable priorities within the FTC environmental strategy to deliver against through Gallery programming.

Capacity Building

- Ensure staff are sufficiently equipped to carry out their roles and responsibilities effectively through effective management, relevant and regular training opportunities, and meaningful consultation.

These objectives will be framed by the guiding principles/values of :

Creativity | Connection | Relevance | Generosity

Decision Required: To note the report and provide comment

Cornwall Heritage Awards Nomination

The *Legend of King Arthur – A PreRaphaelite Love Story* Exhibition, has been shortlisted for the *Exhibition* category at the Cornwall Heritage Awards. The award winners will be announced on 7th February at Heartlands.

Decision Required: To note the report

- **Objective Setting (Updates in bold)**

SHORT TERM (1 YEAR)

- Develop a Cultural Strategy

In progress – draft objectives for Gallery submitted; Director will be undertaking similar piece of work with the Library in early 2024.

- Meeting room for community use

On hold until return of library manager (early 2024)

- MEND Application – moved from long term. Define, agree and apply for building funding
Verbal update will be provided.

- Staffing – moved from medium term

To be removed

- Well-being champions and to reach people with wellbeing through art course.

No update

MEDIUM TERM (2-5 YEARS)

- Building redevelopment – MEND and LIF funds with match funding from other sources e.g. Levelling up, charitable trusts and foundations

In early stages of planning and development

LONG TERM (5 YEARS +)

- Layout of Municipal buildings – to reimagine and reorganise the municipal buildings for maximum effectiveness.

- Large public art / multi-media installation at Prince of Wales Pier.

Decision required: To approve/reject recommendations for amendments.



Princess Pavilion's General Manager Report **22nd January 2024**

The Princess Pavilion team are making the most of the usual quiet month of January. We have seen a lot less drop off in casual staff leaving for Christmas as we did last year which resulted in a much smoother service across events and the café.

Please note the below numbers do not include customers who visit the Pavilion outside of community groups or events.

- We organised and hosted **1,122** events and community groups last year
- We saw **61,658** guests last year at events and community groups
- We hosted **86** shows in the theatre, with a combined total of **22,950** guests
- There were **898** community-focused or charity events, with **22,494** people attending
- We celebrated **16** weddings
- **3,054** guests attended corporate conferences and events

We are undertaking the following during January:

- Strategizing our larger more comprehensive and co-ordinated, cross platform marketing plan to maximise foot fall and revenue
- Working on the second round of the COF bid due end of Jan
- Reviewing internal processes and software to improve cross team task/time management
- Essential site maintenance and improvements
- A focus on improvements and marketing of the café for 2024

Our team are motivated and looking forward to an even more successful 2024



Town Management Events to Cultural Services 18/03/24

A brief report as my focus at this time of year is on many unrelated topics, detail which was on the main full council report.

Events

- St Piran's Day parade

There was a great turnout from the primary schools, and this is thanks to Vicki Ferguson's efforts. As per usual we coordinated the 4x4 vehicles, street closure and marshals.

- Falmouth International Sea Shanty Festival

Planning is well underway for this with all groups now confirmed and venues virtually all confirmed.

As I have mentioned in the past this is a major logistical operation to ensure everything comes together in a professional and well organised manner.

The festival will be using the pavilion again and while details are being still worked on, it is likely the usage will be increased on top of the 'Gala Concert' over the weekend. The use of Kimberley Park is also being looked into to utilize the stage. If this is used, then a 'TENS' license will be implemented to use a mobile bar within the park including a few food traders. This will of course link up with the existing regular trader to ensure it works for everyone.

- Falmouth Week

Work has started on this and planning will develop more next month including evening entertainment in Church Street car park. Pink Wig, Carnival, Falmouth Fun Day and the Fireworks will all return as well as the various sailing activities on the water.

- Work experience

The Town Team and the Art Gallery recently hosted Sarasa for work experience over a couple of weeks. Sarasa is from Japan and this was her first visit to the UK, she was very

engaging, polite and keen to learn about different aspects of the area, council, culture and Falmouth generally.



Cultural Services Report – 18th March 2024

Part 1

Visitor Figures - Gallery	Jan	Feb	User Figures - Library	Jan	Feb
Total Onsite	1958	1788	Total Issues	6515	7194
Adults	48	8	New borrowers	92	134
CYP	160	104	Public Network Usage (Computers)	495	413
Unknown (clicker)	1750	1676			

- **Image Delivery**

Following the resolution by CS&L last year to mothball the image delivery facility, the three printers were inspected and declared obsolete by Booths printers in Penryn. Booths also very helpfully removed the equipment from the library, which they will be recycling usable parts of as an in-kind recouping of the disposal cost. This has enabled CS to avoid weighty recycling charges and benefited a local business. The former work room will be returned to staff use and enable further reconfiguration of library facilities.

Decision required: To note the report

- **Barclays in the Community**

Barclays Bank now have a community presence in the library three days a week, and initial figures indicate that there is much greater uptake of the service than at its previous location at the Maritime Museum.

Decision required: To note the report

- **Exhibitions**

- Opening on 2nd March will be *Walking Women*, which serves as a complementary exhibition to *Chosen Terrain*, and examines the relationship between walking and artists’ creative practice.
- From 20th April local artist Jamie Medlin will have a two- room retrospective show exhibiting his technique photo-realist painting, with works from private lenders and his own collection. This will run through until the end of June, and therefore coincide with the Falmouth Classics event in mid-June.
- Attached is the final report from the King Arthur exhibition which will be circulated to lenders and funders. Please speak to the Director if you require an electronic version of the document, as there is a clickable link embedded which links to footage of the show taken to document it.

Decision required: To note the report

- **Staff activity (additional to routine events)**

Benow Festival

At time of writing staff are working to deliver on the programme for this year’s *Benow* (Cornish for ‘feminine’) festival which runs from 7th – 9th March, and coincides with International Women’s Day on 8th March. This year’s theme is *Women Making a Noise*, which explores music, soundscapes

Dementia Café Project

The Access & Interpretation Manager has been working with a researcher at the university and Dementia Cafés in Falmouth and Wadebridge to understand the impact of engaging with automata as a therapeutic tool for people living with dementia. This forms part of a larger body of work involving several other Museums and Galleries, a legacy project from Cornwall Museums Partnership.

Cornwall Heritage Awards Nomination

The *Legend of King Arthur – A PreRaphaelite Love Story* Exhibition, was nominated for the *Best Exhibition* category at the Cornwall Heritage Awards, which was held on the 19th February. Unfortunately it didn't win, but received a *Highly Commended* certificate.

King Arthur Final Report

A final report for lenders and funders has been produced providing a summary of the impact of the *King Arthur* exhibition (attached). Please contact the Director if you wish to view the footage referenced therein.

Decision Required: To note the report

- **Objective Setting**

Short, Medium and Long Term Planning				
	Objective	Date for completion	Progress	Notes
Short Term	Develop a Cultural Strategy	31.05.2024		Adding in accreditation requirements has taken more time; aim for submit for June's CS&L meeting
	Meeting room for community use	30.08.2024		Several dependencies mean other space needs to be freed up before meeting room can be cleared; this has started with clearing of the image delivery room
	Submit MEND Application Expression of Interest	18.04.2024		First round EoI is open, CS Director and OPO staff are compiling the application.
	Well-being champions	18.03.2024		Decision required; Is this a strategic priority?
Medium Term	Building redevelopment – MEND			This objective is subject to progression of EoI to second round, and success of full application; completion date is for speculative start of building works
Long Term	Reconfiguring layout of Municipal buildings			Aim for project start to coincide with 50th anniversary of Gallery opening in MB in 2028.
	Large public art / multi-media installation at Prince of Wales Pier			No update.

Decision required: To review progress and approve the report.

The Legend of King Arthur - A Pre-Raphaelite Love Story Exhibition Report



Summary

The Legend of King Arthur – A Pre-Raphaelite Story, was a three-venue touring exhibition coordinated by Falmouth Art Gallery, with shows at William Morris Gallery in Walthamstow and Tullie in Carlisle, ending at Falmouth.

The exhibition was arranged alongside the chapters of Thomas Mallory's 15th century book, *La Morte d'Arthur*, one of the formative titles exploring the Arthurian legends, which was an important text for the early 19th century Arthurian revivalists such as Alfred Lord Tennyson.

We added a Cornish slant to the exhibition, showcasing the landscapes which inspired some of the Pre-Raphaelite forerunners, and highlighting the myriad sites around the land which are associated with the legend. The interpretation was enhanced with additional content on Bloomberg Connects, plus self-led activities for families, and beautiful upcycled costumes made by a cohort of our dedicated volunteers.



A section of the exhibition. ©Falmouth Art Gallery

The Falmouth leg of the exhibition ran from 17th June to 30th September 2023, spanning 15 weeks. In that time we welcomed 25,808 visitors, which is an average of 1,720 per week, and 287 per day. This ranged on any given day from 135, to 458. While this posed some initial issues with visitor flow, our timed entry contingency plan was implemented quickly and enabled visitors to enjoy a safer and quieter visit.



Visitors enjoying some of the exhibits
©Falmouth Art Gallery



A young candidate for the once and future King
©Falmouth Art Gallery

The exhibition comprised 73 works by some of the most notable Pre-Raphaelite artists and their acolytes, including William Holman Hunt, Elizabeth Siddall, Dante Gabriel Rosetti, Edward Burne Jones, and Julia Margaret Cameron. Most of the works were kindly loaned by 27 lenders, both public and private. We were also privileged to display the four Lady of Shalott paintings by J.W. Waterhouse, the first time that they have all been exhibited together in the UK, a once in a lifetime experience for our audiences.

In broad terms the exhibition was an unprecedented success for the Gallery. This was achieved not only through visitor and engagement figures and revenue but also in its success in re-establishing the profile of the Gallery post-covid, the positive responses from stakeholders, and the partnerships that have emerged out of this collective venture.

We are thoroughly indebted to all our lending partners who contributed to this project, as well as the Government Indemnity Scheme, who supported Falmouth Art Gallery and our touring partners in providing indemnity for the exhibition. We were also grateful for the sharing of resources between us with the two other touring venues, notably the artwork captions, and the loaning of the Sword in the Stone from Tullie, which was a great hit with visitors young and old!

Community Engagement

Prior to the exhibition we worked to involve our community in its interpretation, through the making of costumes, and with banner making workshops at our community partner, Dracaena Centre. They host young mens, young womens and young parents groups, baby paint, and pop-in and play schemes, all of whom were represented in their banners which hung for the duration of the show.



Banners created by Dracaena Centre
Community Groups ©Falmouth Art Gallery



Some costumed visitors interpret the Ford
Madox Brown Painting 'Death of Sir Tristram!'
©Falmouth Art Gallery

Community Engagement

A series of formal school workshops were developed around the exhibition, focusing on creative writing and literacy, medieval illumination and working with different techniques featured in the artworks. Almost 1000 local school children engaged with the exhibition through these workshops, and we saw many on weekend visits returning with their parents.

Staff delivered a number of talks and tours on the exhibition to local community groups, along with our other adult learning offers such as our Sketch Club, Art for Wellbeing programme, and Discover Arts sessions for people living with chronic conditions. In total, 760 people engaged with the exhibition through one of these channels.

The Gallery recruited several new volunteers to help enhance our standard invigilation levels in accordance with GIS. In all, over 1000 volunteer hours were logged through invigilation across the 15 weeks. Having provided training for volunteers and briefed them on the artworks, many of them went out of their way to further educate themselves on the subjects, which visitors responded very positively to, enjoying the extra insight into the exhibition and artworks. As a thank you to the volunteers, the Gallery held a celebration event on the closing day.



School pupils with their completed love potions and creative writing ©Falmouth Art Gallery

Visitor Feedback

Our volunteers gathered 230 responses to the visitor survey over the duration of the exhibition. The key takeaways from the surveys were:

- Pleasingly there was a 99% satisfaction rate, with almost all visitors surveyed rating the overall experience as either 'good' or 'very good'
- 90% of visitors surveyed would recommend Falmouth Art Gallery to a friend, family member or colleague.
- 55% of responses were either first-time or infrequent visitors
- There was just under a 46%/54% split between holiday makers and locals.
- Our average visitor was female, aged 50+, white British and non-disabled.

There was some constructive feedback about the lighting, interactive elements and diversity which is helpfully adding to our strategic review, but we were pleased with the overall positive feedback from visitors.

'Made me want to cry, it is so beautiful.'

'A very interesting exhibition and very helpful and informative volunteer guide who brought the exhibition to life. Thank you!'

'Fantastic exhibition – wonderful to see these in Cornwall'

'Truly beautiful. I have loved these paintings since I was a child. Unbelievably grateful to see them in person.'

'Exquisite! I came all the way from Canberra Australia to see this'

'Fantastic and all for free, paintings and art I wouldn't have had the opportunity to see.'

Of the visitors surveyed, the main motivations for visiting were

- 'to be intellectually stimulated' (55%)
- 'to be inspired' (51%)
- 'To learn something' (51%)
- 'Because museums and/or heritage are an important part of who I am' (35%)
- 'To enjoy the atmosphere' (31%)
- 'To spend time with friends' (29%)
- 'To be entertained' (25%)
- 'For reflection' (22%)



A visitor enjoying a rare view of G.F. Watts' Sir Galahad ©Falmouth Art Gallery

Online Engagement and marketing

The exhibition benefited from a good level of press coverage, including features in the Falmouth Packet, Cornwall 365, Drift Magazine, and ITV news evening program. Exposure on social media platforms was also positive:



Instagram

- 21,000 reach (247% increase)
- 35% increase on profile visits
- 553 new followers



Facebook

- 194,000 reach (1600% increase)
- 247% increase on profile visits
- 145 new page likes



The exhibition highlighted Cornish aspects of the legend, such as the Story of Tristan & Iseult
©Falmouth Art Gallery

Overall engagement with our Bloomberg Connects app surged during the exhibition, with 942 new downloads and 2248 unique engagements with the Arthur exhibition content. The app provided visitors with a remote and online way of accessing additional interpretation, not only during their visit, but also after they had left. Anecdotal accounts indicated this was a preferred method of accessing interpretation for some visitors, for whom conventional interpretation can feel like a lot to take in at once.

Sharing learning

The Gallery team endeavoured to share the learning from what was our biggest show to date, through an online Demystifying Loans workshop which was open to organisations in the South West Museums Development region, and lenders. This explored the benefits of loans, procedural details, available funding and how to minimise the environmental impact of loans. The session was well attended with 10 participants attending.

To document the exhibition and share with partners who couldn't visit in person, we had some footage taken, after closing on the final day.



Visitors experienced a 'once in a lifetime' opportunity to view all four of J.W. Waterhouse's *Lady of Shalott* paintings in the same space ©Falmouth Art Gallery

Final thanks

It is with huge appreciation to the lenders and funders that we were able to draw together and showcase these iconic works. Against a backdrop of significant transition at Falmouth Art Gallery, we were thrilled to deliver the touring exhibition in partnership with colleagues from organisations around the UK and overseas. Special mention must go to Tullie in Carlisle and the William Morris Gallery in Walthamstow. We are indebted to Arts Council England Government Indemnity Scheme, and our funders, Falmouth Town Council, Arts Council England and Weston Loan Programme through Art Fund, that enabled the delivery of this very special project. Lastly thanks must go to our volunteers for their incredible support.



**Princess Pavilion Cultural services update
18th March 2024**

We are now we are competing year on year with our own team's performance from 2023.

We have seen a quiet January which is the norm for hospitality and live music, but with a strong February, we have matched our takings from last year and exceeded them.

I will be able to report in further detail when the I and E for Feb is sent over from finance at the start of next month.

We are currently working on the following to be launched together:

- suitable uniform guidance that works with the Pavilion brand.
- refreshed menu for 2024
- 10 percent locals discount card launch
- Café re-furb.
- Marketing to support the above
- Mailing list (to always include feedback option)

Our team is starting to see more music/comedy/theatre agents working with the Pavilion, which will gradually increase the amount of exciting and established acts playing the Pavilion as the Pavilions reputation grows over the course of this and next year.

2024 is looking healthy and we have a good number of bookings and we now have bookings in place for 2025

Please see attached feed back cards (you may have seen some of these already, but I thought I'd share digitally as there a few more) and an email below from a couple who got married here:

Princess Pavilions.

I love this place; it's always been a part of my life in Falmouth. I remember Christmas pantos, school plays, big gigs and the famous beer festival all being highlights throughout my time living here. This year I was lucky enough to get married here as well, and it was the best day of my life.

I feel like the gardens and pavilions are an odd one out in Falmouth's rich history of extortion and piracy. It was built philanthropically and has served the town as a venue for over 100 years. Generations of people have looked after it and poured their love into it and I think you can really feel that as you walk around.

Over the last couple of years a new lease of life has been released into the Princess Pavilions by a new generation and, in my opinion, they have surpassed all expectations. Any time I talk to people

about it they comment on how its looks better and better each time they walk through. There is a new hustle and bustle to the place that's hard to miss and all the staff look happy and busy. The buildings and gardens look the best that they have in my lifetime and playing host to all the projects, events and fairs is turning it into the community hub that Falmouth always needed.

My wife and I would like to thank them from the bottom of our hearts for making our day so special. Everyone involved was incredible and created a relaxed, professional backdrop to the carnage of our happy day. Allannah and Tom went above and beyond in preparing and organizing for us and the whole team are fantastic. You guys rock.

I would also like to thank Falmouth for having its community's venue closed for these private events like my wedding and others. The Pavilions is doing more and more for the town and is making itself indispensable to us, but it is just the perfect place for any event and now has a team that could pull off anything to the highest of standards. If you haven't made it down for an event, community project or just a cuppa recently, I highly recommend it. They are up to exciting things and deserve all the help and praise they can get.

Getting the balance between so many different functions is a tricky act. The thing I am most proud about has to be everything the Pavilions team is doing for the community but in having the privilege of getting married here you has made a grotty little Falmouth boy very happy.

very good the food is,
we would have eaten
here much more frequently!
Definitely be back.

Excellent fresh, tasty
varied menu!

Please keep it up!!

Such a welcome change
from the previous old-
fashioned menu.

Super friendly staff.



FEEDBACK FORM

Please use this form if you have constructive feedback for the Princess Pavilion Team. All feedback will be kept confidential and responded to only if required.

FULL NAME:

PHONE NO:

EMAIL ADDRESS:

FEEDBACK (up to 100 words):

cheese & pickle sandwiches
for old people
please



FEEDBACK FORM

Please use this form if you have constructive feedback for the Princess Pavilion Team. All feedback will be kept confidential and responded to only if required.

FULL NAME: D. HATCHER

PHONE NO: 01326 378437

EMAIL ADDRESS: didgeh@hstmail.co.uk

FEEDBACK (up to 100 words):

Great food as usual
Lovely music ~ piano
Relaxing atmosphere
Friendly staff
We'll come again!



FEEDBACK FORM

Please use this form if you have constructive feedback for the Princess Pavilion Team. All feedback will be kept confidential and responded to only if required.

FULL NAME: PATRICK WINTERTON

PHONE NO: 07506 865642

EMAIL ADDRESS: N/A

FEEDBACK (up to 100 words):

NICE VIBES
CAFE STAFF ALWAYS GREAT
LOVELY COFFEES
AMAZING GARDENS
TROPICAL X X
☺



FEEDBACK FORM

Please use this form if you have constructive feedback for the Princess Pavilion Team. All feedback will be kept confidential and responded to only if required.

FULL NAME: DAVID SAUNBY

PHONE NO: 01326 315285

EMAIL ADDRESS: cllr.davidsaunby@cornwall.gov.uk

FEEDBACK (up to 100 words): Very disappointed in the menu. Not enough traditional meals on offer to cater for those ~~who~~ who don't eat fancy foods. I have seen the Xmas menu and not impressed. No turkey, chicken or beef for a traditional Xmas PTO.

on offer, which people do like, especially the older generation.

I want to see the cafe thrive and make money, but I can't see that happening with the limited choices on the menu.

All day full English Breakfasts are a 'BIG' seller, but if you are not willing to try these things, then I guess we will never know, which things make money, and those which do not.

David Sawyer



FEEDBACK FORM

Please use this form if you have constructive feedback for the Princess Pavilion Team. All feedback will be kept confidential and responded to only if required.

FULL NAME: Dewan F-S xoxo

PHONE NO:

EMAIL ADDRESS:

FEEDBACK (up to 100 words):

There should be feminine hygiene products in the ladies bathroom!