



BRITISH HOMING WORLD SHOW OF THE YEAR

Show Manager, The Reddings, Cheltenham, Gloucestershire GL51 6RN
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By Email.

Mr Danny Hickes
Ballroom Operations & Events Manager
The Blackpool Tower

19th January 2015

Official complaint regarding the Tower Ballroom – Saturday 17th January 2015

Dear Mr Hickes,

I am sure you will not be surprised to receive this official letter of complaint following Saturday night's disaster, which unfortunately is the only accurate description of the event.

For our Gala evening to be totally ruined by a lack of heating in the Tower Ballroom was simply unacceptable and made what should have been a night to remember for positive reasons now only remembered for negative ones.

That the building "had been closed" and that "it is an old building" are not acceptable reasons to have so many of our guests leaving early due to the cold. The result of so many leaving was to destroy the whole "atmosphere" of what should have been an evening of celebration and entertainment. That an "iconic" building such as the Tower is unable to provide basic heating is beyond belief, sadly the "cold ballroom" has been mentioned in previous years.

The Tower has a responsibility to provide an adequate facility that is "fit for purpose" and it sadly failed to meet even this basic elemental requirement. The sight of people who were attempting to dance whilst wearing their overcoats on the dance floor will remain with us for a long time. Even the entertainers were commenting during their acts about the cold! (I'm sure the Tower will have also lost revenue as a result of much lower alcohol sales).

Such was the level of complaint that we are left with no alternative but to reimburse ALL the paying ticket customers that attended our Gala event. This will take some considerable effort on our part but we have no alternative but to do this.

We would therefore request the following –

Firstly a formal letter of apology from the Tower that can be printed in our magazine. We would like this letter to be with us as a matter of urgency so that it can be printed in the next available edition of our magazine – ideally within the next 5 working days.

We will be writing individual letters of apology to our invited foreign guests, sponsors and prize winners, a copy of your reply will be enclosed with our letter.

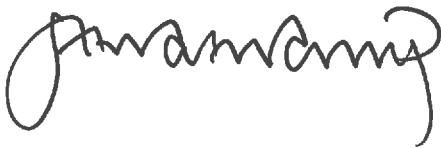
Secondly, we will be looking to the Tower Ballroom for financial recompense, as a minimum in the form of waiving the whole of the hire fee for the venue. Can you confirm that you agree to this?

Thirdly, David Trippett (The Show Chairman) and I will be visiting Blackpool in February for the normal post show debrief meeting. We would request a meeting with yourself and a senior management representative of Merlin Entertainments to discuss the above events. The outcomes and conclusions from that meeting will be relayed to the Show committee.

Finally, after many years of providing a good service to the BHW Show of the Year, the Tower has badly let both itself and most importantly a customer down. We will need some substantial reassurances and guarantees to be put in place for the committee even to consider using the Tower for next year's event.

Please call me anytime to discuss the above,

Yours faithfully,

A handwritten signature in black ink, appearing to read 'Stewart Wardrop', written in a cursive style.

Stewart Wardrop
Show Secretary.

CC – Mr D Trippett (Show Chairman)
CC – Mr L Blacklock (Acting President RPRA)
CC – Mr S Richards (Editor – BHW)
CC – SOY Committee
CC – Visit Blackpool
CC – The Mayor's Office (Blackpool Council)