

Customer Comments

These are ALL of the comments received with the exception of a few incomprehensible or stupid ones, they are in no particular order. Many thanks to all those who took time to respond. We have reproduced the comments faithfully so please don't blame us for the use of English.

Beer of the Festival

1st	Flowerpots Perridge Ale
2nd	Dark Star American Pale Ale
Joint	Alehouse Dougie's IPA
3rd	B&T Two Grandads

Cider/Perry of the Festival

Millwites Pink Elephant Blackberry Blush
By a long way - we ordered two tubs and ended up re-ordering two more, twice. The last tub sold out in just over 1 hour on Saturday night

Ref. Visitor CommentFestival Organiser's Response

<u>THURS/FRI FORMS</u>		
1	This is a fantastic festival, has a wonderful time and everyone was lovely and welcoming. Thank you, I will come again and every year. FANTASTIC	
2	Was wicked I really enjoyed it. First time, will be back next year. Staff lovely.	
3	It is good to try a variety of ciders and perries for a change, especially in such a good atmosphere. Thanks.	
4	Great food, more sweet ciders please.	
5	Not enough really good cider and perries, could do better. Why no English fruit wines.	We did invite the English Country Wines stall knowing how popular it is but they declined. We'll probably ask again next year.
6	More Gwynth Y Draig Two Trees please. Always sells out on first night.	I acknowledge that there wasn't enough perry
7	Attract more L.A.D.I.E.S. The beltman was ***** uh--mazing!	Suggestions on how to attract more ladies welcome. Do you mean Colin, the engraver? Kath will be after you!
8	I really enjoyed myself. Beer and cider lovely and staff lovely. Will come again. I came in memory of my Dad, this was one of his fav events.	
9	Always a good festival - well done. The bloke on the foreign beers bar is the double of Steve Williams, the ex chairman of Grt London CAMRA	He's another Steve, so that explains why he didn't mind you calling him Steve
10	Great beer list, not obsessed with locale options. Thumbs up to 1/3 pints. Everything in good nick. Not enough milds. Friendly door and serving staff. Light and airy venue. Clean bogs. A favourite festival. See you next year.	
11	Very enjoyable. Who needs pool tables, TV, music when there is good company and fantastic beer.	
12	Very good but more seating required.	Lack of seating - a common complaint which I totally understand as a keen festival goer myself. Unfortunately we have to balance available floor space with expected attendance. We have one idea for next year but it won't be a huge increase. Answer: get there at opening time.
13	MMM beery goodness!!!	
14	Magnificent range of <4%abv. Most ales on of Friday lunchtime session. Congratulations a rare event.	
15	Not bad!!	
16	Great	
17	Very enjoyable. Format perfect. Never too crowded on a Thursday.	
18	As usual very good.	
19	Excellent. You should sell peanuts, olives, snacks.	Our deal with the venue (Active Luton) is that they do all of the catering so we can't have separate food stalls. I could ask their café if they'd consider stocking such snacks.
20	It is one of the most relaxed and friendly festivals there is and almost all the beers are on on a Friday night. Fantastic! The venue really works. One of the highlights of the year!	
21	Good booze, enjoyed it! Lovely people.	Booze?! Surely you mean <i>finest hand-crafted ales, ciders & perries!</i>
22	Brilliant. Good selection of beers. Well laid out.	
23	Excellent. See you in 2011, and the sun shone.	
24	Very good.	
25	Cider list not in programme.	I did think about doing this but there simply wasn't room. Next time we're planning to put cider & perry menus on the tables - like we did for the foreign beer.
26	Always enjoy it. Thanks for all the hard work and smiles.	
27	I am completely biased coming from Kendal but why are there no Cumbrian beers. Best beers on the planet.	Maybe a theme for the future
28	Good festival, knew where it was so could find it. Layout excellent and excellent range of beers with not too many strong ones, which allowed me to try more.	
29	As good as it gets.	
30	Excellent beer quality. Well done Bar Managers!	
31	Should have buffet so more money used to purchase beer. Great selection though I think bulk buy should be discounted for group purchases.	I think you'll find that our prices are pretty competitive compared to most town pubs
32	Very good. Many thanks to all the helpers. Plenty of chairs but could still do with more. It is nice to sit down. A large number of drinkers have beards, how about a best beard competition for next year. First prize a good pair of scissors. Sorry could not sample the cider. How about a cider and perry festival. Small venue 20 ciders and perries on offer?	See seating comment at ref.12. I'll ignore the beardist comment - I didn't see any sandals. You're probably right about the cider festival - suggestions for a venue please.
33	Excellent Low-key, convivial atmosphere. Absolutely perfect.	
34	Very relaxing atmosphere without too much interruptions from people on the stage. Well done!	

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35	Good beer, good food.	
36	Good selection, very good quality. Keep up the good work for next year.	
37	Fab!	
38	More chairs please The bloke I came with is wilting.	See seating comment ref.12
39	Very good event, but more chairs please. Must be getting old.	See seating comment ref.12
40	Glad you have dispensed with the kiddy seats in the second bar. Last year cost a fortune at the osteopath.	I thought the chairs were the same as last year
41	A few fruit wines would be even better!	See Country Wines comment at ref.5
42	Good venue, helpful volunteer staff. Good selection of beers from around the UK plus a selection of local beers. Don't change the mix. Maybe one or two more milds next time. Overall, a very enjoyable festival.	
43	Really nice to see so many interesting ales on at a single event.	
44	Good selection, would be good to have some foreign beer draughts. Also more stronger beers given the time of year.	We're just not big enough for the trouble that installing a draft pump would cause us.
45	Severe lack of seating excellent in all other aspects. Why is there never any Shepherd Neame beer? Local bar great idea. Not publicized locally. Lots of weak beers(alcohol, not flavour) much appreciated. Please let us know what the outcome of comments.	See seating comment ref.12 We try to get beers that aren't generally available in the pubs. Here be the comments on the comments.
46	Always great but please could we have more chairs, not necessarily tables in the Theatre bar please. Could you get Cheddar Vally cider please. It is absolutely wonderful and very popular. What happens to suggestions. How are they considered/disregarded? Could benefit from more local publicity for such a great event.	See seating comment ref.12 I too like the Cheddar Valley - but you do get it at most festivals We take the suggestions most seriously - hence this document We work very hard on publicity, just ask Adam, our Press & Publicity man - where did he miss?
47	Relaxed friendly well organised, well done Mike. Felt quite comfortable as a shall we say mature woman coming to drink on my own(husband working abroad and I was told to drink his share too!). Thanks. Had to come Thurs and Friday.!	
48	I always enjoy your festival. It seems more relaxed than the Bedford one. Oops controversy Bedford CAMRA man.!	Careful now - I know the organiser(s) of Bedford and they've been most helpful
49	I sat down, brilliant.	See - plenty of chairs
50	Many thanks to all the team who are so friendly and have made the vist so enjoyable.	
SATURDAY FORMS		
51	Very enjoyable festival, only marred by the Tory Party canvasser using the cover of CAMRAs beer tax campaign to push the Luton South Tory candidate. Please keep party politics out of the festival in future.	Apologies for this, he didn't ask my permission - but he did join CAMRA
52	Love coming here every year and the pink elephant glasses. Please consider half pint glasses with the elephant design for the ladies. Half pint glasses at Reading Beer Festival are very popular. Not appreciative of Tory MP coming round under pretext of tax on beer, did not come here for politics!	That's a bit sexist isn't it? We don't do half pints because it would cost us more. Drinking halves (or thirds) from a pint glass keeps the carpet clean. Politics - see comment above
53	2 a year.	Are you volunteering to organise the other one?
54	Excellent selection of beers.	
55	Very good. Couldn't think of a better way to waste a Saturday afternoon. More power to your elbow.	I hope your afternoon (or you) weren't wasted
56	Totally excellent hic!	
57	Spoilt for choice. Prospective member.	Only prospective?
58	First time here, most enjoyable venue for food and beer.	
59	Needs shouting at tombola "and another lucky winner on the tombola.	Our usual tombola queen wasn't feeling very well - maybe we should get a recording & a P.A.
60	The men in orange were fun. Sat night band are fantastic.	Fun - that's one word to describe them, I know some more. Seriously though - they are <i>the</i> best
61	A very good range of beers, but no Cains mild!	Now if we got everyone's favourite beer in we wouldn't even get close to selling out
62	Well run, everything well catered for. Information excellent. Very friendly, very good choice and selection of ales. Thanks for having us, Enfield and Barnet CAMRA branch.	And it was good to meet you
63	Please add a list of real ciders.	It was on the cider bar and on a few of the tables - see comment at ref.25
64	Excellent. Look forward to next year.	
65	Well organised and good to get seating. Acceptable food. One of the better regional CAMRA festivals. Unlike St Albans, Horrendous!	I'm sure our colleagues in South Herts can't be that bad
66	When someone wins on the tombola we do really need someone to shout "another lucky winner. We need this to be shouted to add to the atmosphere.	See comment at ref.59
67	Superb small festival. Only improvement could be - open all day on Thursday.	Then we'd need more beer and we're pretty much at capacity now
68	Cider bar manager is fantastic.	I agree
69	Very good, not happy light beers sold out early.	Obviously someone who's never been to a beer festival on the last day before. Think about it, the festival only runs for two afternoons and three evenings how do you suggest we get over this, order twice as much beer and throw loads away at the end? It was a vast improvement on last year, at closing time on the last night we still had beers of most styles - in good condition. Get there earlier next time.
70	Please improve seating. You have put on an amazing selection of beers. Why no wheat beers?	Seating see comment ref.12 There were two bottled German weissbiers, but admittedly no wheat real ales
71	Love the bottle foreign beer bar. Beer is brill.	
72	We left early because the band was really bad.	What was wrong with the music-free hall? - That's the great advantage of this venue
73	Could I suggest that for daft people like me who just print off the map, you show the London and Bedford directions on the railway line.I was convinced I had arrived (from London) from left to right, so headed in the opposite direction, Entirely my fault, but I wonder whether others did the same. A really well organised festival, my first ever visit. Well worth travelling from East Kent, with the usual Saturday train difficulties. Tremendous range of beers, especially local brews.	When I first read this, I thought, you must be daft - but when I looked at the map on the website, I kind of understood where you're coming from. The map isn't really clear enough so I'll try to improve it for next time.