

Report to: LED Monitoring Forum Report  
Subject: Pavilion Update  
From: Janette Cass, General Manager  
Date: January 2024



### Operational Delivery

We've had a busy few months since September which has been great. The café has been busy, and the shows have been well received and well attended.

As I type, the Beauty & The Beast Pantomime has just ended, and beaten box office records.

Customer feedback has been excellent:

*I was amazed to see such a professional performance my Niece and Great Niece and myself Great Auntie!! Thoroughly enjoyed it.*

*To hear the laughter from all the children was so lovely and the smiles of happiness truly brought the Christmas season to a wonderful close.*

*Just back from seeing this panto, and we all thought it absolutely amazing.*

*The family would like to say a big thank you for making our Christmas.*

*Wonderful wonderful, wonderful.*

*Will be back next year.*

Back in September we also stepped in last minute to help out the Bournemouth Symphony Orchestra who were due to play in Exeter at the Great Hall, but due to the venue flooding were unable to. It was very last minute (arranged in 24 hours) but was a wonderful evening thoroughly enjoyed by everyone and allowed us to form a new working relationship with this prestigious orchestra.

We have had some water ingress again over the winter due to heavy rain. Work to the stage area is still pending, but the leak from the kitchen roof was repaired.

Maintenance works to the building, both externally and internally, is on-going and the main Auditorium is now closed until 1st March for the works to the rigging and steel bridge. Our next show will therefore be 1st March.

As we are unable to use the Auditorium during this period we are holding some dinner events in the café throughout January and February to mitigate some of the loss of income.

No major health and safety issues or accidents to report.

Janette Cass - General Manager