

Feedback, Letters and complaints 2020-2021

Regarding refunds and exchanges over first lockdown

A.B

I experienced superb customer service for a different event that had to be cancelled due to COVID-19. Looking forward to when you are able to open the doors again and attending lots more of your events! Well done Lowther!

J.C

You're an asset to Lytham. Good times... we're lucky to have a venue like this in such a small town ♡

D.P.E.

Well done you & shame on Ticket Master for retaining the booking fee of which could help you massively. Still waiting on a refund or communication from TM.

Regarding First Visit/Show at Lowther

G.D.

I've been involved with plays at Lowther since the 1970's! My dad used to do the lighting for lots of drama groups, my brother helped him and also stage managed some plays. I have been acting there on and off all my life. It's such a part of my family that there was a plaque in my dad's memory in the old green room, and we took his funeral cortège past Lowther on the way from the church to the crematorium ❤️

Regarding Introduction of Drive-In

S.F.D.

Excellent initiative. I look forward to hearing more

V.J

Cant wait 100% we wud love this x

E.B.

Fabulous idea!! 👍

M.R

Great idea

S.D.

Top idea!

Comments about the actual drive ins

L.P.

We went to the event last night and would just like to say how well organised it was. we had a brilliant night. Thank you

S.R.

It really was brilliant x

T.F.

We had a fab night, we were the ones car dancing!!!! Can't wait for the next one ❤️👍 🎉👍👍👍👍👍👍

E.S.

Absolutely brilliant night and fantastically well organised from start to finish. Nothing you could have done better. Well done and thankyou.x

A.P.

It was brilliant and very well organised. We think you should do it next year too!

Ice Cream Festival

D.T.

Great busy day at Lowther gardens

K.T.

It was good quality delicious food. We had food from Hog Roast and ice cream from Wallings 🍷 Well organised 👍

G.S.

Excellent set up - 1 way systems were great and people followed them even better. Stalls nicely spaced out - will visit again next year.

H.S.K.

Loved it. Could've done with it being a week long and going on into the evening to give me time to try them all 🍷

C.T.

We had an amazing time good set up and the icecream, cakes and craft stalls were brilliant. Xx

Food and Drink Festival

P.J.

Another brilliant day! Looking forward to tomorrow 😊

The food stalls are amazing-especially the Halloumi fries & Tzatziki 🍷 🍷 🍷 🍷

P.M.

Excellent event ! Well done all x x 🍷 🍷 Super atmosphere, wonderful food selection, Lowther Cafe was buzzing - great 🍷 cakes for all and Eddie Gee

DJ & music maestro was legendary!

A credit to all the Marvin crew, organisers and team at Lowther Pavillion - bringing some much needed cheer and fun, feel good factor to the Fylde Coast 🍷 🍷 🍷 🍷 🍷 🍷

Return of Woofers/Mike Peters/Panto going ahead

R.S.

Great to see performances back inside

P.M.

I'm looking forward to it

J.M.

Fantastic news! 😊 🍷

G.R.

Well done for putting this on. Such nice staff and very well organised

D.D.

A superb show and a fantastic night . Huge credit to all the staff at the pavillion ,you were all superb.

P.C.

Thank you for all your efforts to put on the fantastic Mike Peters . What a well run venue with great friendly and courteous staff . This gig will be always remembered as a beacon of light in very different times !

Emailed in Compliments

A.M.

My wife and I just wanted to say thanks for getting things started and putting on shows. We came on Wednesday and had a great evening and we are due to come next week for Dave Spikey.

We appreciate the hard work that must have gone into getting started and I hope it wasn't too disheartening that so few people came.

Thanks to all the volunteers and to the cast members for working in such difficult and unusual circumstances. Please pass on those thanks to all involved.

We hope to support you as much as we can (although we really don't do pantomimes so don't expect to see us for those!)

Three Major Complaints were received April – September 2020

1. A letter from the council raising questions on the food and drink festival. This has been answered in full with a written reply to the Council Representative and the Leader of the Council.
2. The booker of an Antiques fair requested that his invoice for cancellation of the event was retracted. Despite several long emails going backwards and forwards and the setting up and following of our complaints procedure. We have decided that the deposit for this event should be kept against the hire fee.
3. The Third complaint was a matter against a trustee which was fully investigated and found to be a complete fabrication of the truth. This matter is now in the hands of the police and is subject to freedom of information requests.

I must admit I was a little dubious about a drive in panto but our family of 12 went yesterday and we all had a brilliant time Everyone working there was so helpful and pleasant and the show was just as funny and entertaining as every other year Such a tonic for us all Well done to all of you at Lowther Pavilion for doing such a great job in these challenging times We look forward to when we can visit again, hopefully sometime soon Thank you

Went to see this pantomime this afternoon, it was brilliant, thoroughly enjoyed it everything was so well organised

Although I haven't visited the panto, I think it's fabulous that all involved have adapted and battled on through difficult conditions (including the weather) to bring a bit of Christmas tradition to Lytham. Well done to all and I hope you all have a lovely Christmas

We came yesterday & really enjoyed it. Thank you so much for adapting to make it a drive in experience it's not Christmas without a good panto

I'm so happy for those people watching right now, this has been the highlight of my 2020!

My grandchildren loved it. Happy Christmas to you all. Xx

Watched the streamed version today, was FANTASTIC! not the same as being there but thoroughly enjoyable non the less and putting in Bobby's song 'together we'll be ok' was such a lovely touch that had us in tears! Merry Christmas to you all, see you next year for real!

The panto is going really well lots of fun which is what we need now

We have been to the performance this morning and loved it! I haven't been to a pantomime for years and was laughing so much. My niece's loved it too. I especially loved the penultimate song. A nod to the late great Bobby Ball. Well done everyone - together we'll be ok xx

Absolutely fantastic, the kids loved the horn honking in place of the booing etc. Well done everyone xx

we've been to see this too! Was really good, thoroughly enjoyed it. We pumped our car horns and flashed the lights. Great acting and singing. Staff were all lovely. Will definitely be booking for next year! X

We just been to see this - in our car- was absolutely brilliant! Amazing that the actors and staff have found a way to do this in the most difficult circumstances

Massive thank you to the cast of "Jack & the Beanstalk". Every year I take my daughter to watch the panto at Lowther Pavilion and expected to miss out this year due to the Covid19 tier 3 restrictions. Instead we have just returned from watching the 10.30am Drive-in show put on from a temporary stage in the car park. It was cold and raining and there were only 3 cars full of excited youngsters watching (through windscreen wipers) and listening via portable speakers. Still the cast performed as though they had a theatre full. (Enjoyed sounding the horn actually when the villain came on... sssh don't tell anyone!). You made sure "the show must go on". Thank you. Have a wonderful Christmas to all the cast... best wishes Andrew & Amber

Have been to this afternoon's performance. It was brilliant, well done to all involved. How you have pulled this off with the short notice is a credit to everyone. From the people manning the car park, the people serving drinks and the cast on the raining stage it was so well managed. I hope the news spreads of how good it is. Merry Christmas

Hello, We had the great privilege today of attending the pantomime and all we can say is WOW WOW WOW (happy face) It was brilliant-every single person involved needs recognition from the lovely team handing our complimentary Calendars and the sound systems, to the stage team and amazing cast. In the current situation it would have been entirely acceptable for you to have cancelled show but no you turned the negative situation we are all in and made a huge positive impact-helping to save Christmas. The weather today was atrocious but not once did anyone appear fed up. Everyone was smiling and the cast were professional. We hope you can pass our sincerest thanks on to every single person involved-you are all amazing. We love your theatre and will continue supporting you and look forward to life becoming more normal and allowing a true return to the auditorium. In the meantime be sure to look after each other and continue with your effort's of "The Show Must Go On", stay safe and thank you all.

Good morning! Just wanted to thank and congratulate absolutely everyone involved in staging this year's panto! We had a fabulous evening last night at "Jack and the Beanstalk". Well done on being so resourceful and staging such a professional production in such difficult circumstances... & weather! Thankyou everyone!
Happy New Year... and continued success to all at the Lowther Pavilion!
Gwyneth and Steve :)

What a show. The theatre box office customer service is just wonderful. We originally booked online, due to changing arrangements we had to book two more children's tickets. No problem, these were added and sent to us. The original arrangement was distanced, family bubbles indoors but due to the restrictions I had expected it to be cancelled but no. An email came through with options 1-4. A drive in pantomime or a link to watch it from home, or donate your expense to the theatre or a Full refund. We have been desperate to get out of the house, we've been in since March so we took the drive in option. On arrival we were offered drinks to be brought to the car, the radio equipment was provided and no issues with it throughout the performance. Our friends bubbles were in the cars around us so we could see them all, different to other years but better than nothing.

The stage was a small, open sided lorry with curtain scene changes. We weren't sure what a drive in panto would be like as this was a first but the cast were fantastic!!! It must have been equally different for them too as a panto is often very interactive with the audience (oh no it isn't). But they had the kids honking horns at the villain which of course they loved doing and shouting from inside the cars. For me, given all that's gone on, I really felt the theatre truly made the best of a bad situation. The show was as good as ever you would expect inside the theatre. The jokes were rolling in one after the other, the villain was superb, perfect person for the character. Witty and quick to respond, different remarks every time. Some very funny references to the year we've all had from all the main characters. The dame was awesome too, she added all the traditional panto fun, again great casting. Songs were all very good, slight changes to lyrics here and there adding much appreciated humour. They really knocked this one out the park or should I say gardens. Couldn't have asked for more. If you're thinking of going just do it, you will not regret it.

Watched Jack and the Beanstalk panto. Really enjoyed it. Was surprised how good the actors were. Nice tribute to Bobby Ball at the end. Lowther staff very friendly and helpful - thank you!

A drive in pantomime doesn't sound right even in these troubled times. However shouldn't have worried, a tremendous enthusiastic performance loved by the attendees

Our residents really enjoyed the George Formby Tribute Act. It brought back some happy memories for them. I myself sing for the residents every week, usually on Friday's at " Fun Time Friday". Along with my wife, I was a club act working across the North West and nothing works quite like music and it is a real pleasure to entertain them.. You are welcome to check out our Facebook page at MHA Heather Grange where there are some videos and pictures of our residents all enjoying themselves. I hope very much when the lockdown ends that live music events and entertainment in general manages to survive.

Thanks for including us. It is very much appreciated and we look forward to next week's show.
Cheers, Good Luck and keep up the good work.

G.

From: XXXXX
Sent: 04 March 2021 14:03
To: Streaming <streaming@lowtherpavilion.co.uk>
Subject: Re: Lowther Pavilion - Care Homes Silver Screen George Formby

We at XXXX Would like to say to say a massive thank you for the George Formby event, This massively enhanced our day and was enjoyed by both Residents and The care team, We took a full days journey with a bus ride to Lytham to the Lowther Pavilion and was lucky enough to walk around the grounds on your live cam too, Thank you so much for this experience and we look forward to next weeks visit.

Our Facebook post
What a fabulous day on Windermere, We caught the bus with our new shiny bus passes as we travelled to The Lowther Pavilion in Lytham and watched a live George Formby performance followed by a shopping trip in all our home towns, Then back home to a late lunch. And ready to relax with a film this afternoon.

XXXX
Activities Co-ordinator
XXXXX

Watched the video
Excellent professional quality and good artiste
Streamed well'
Good use of twin camera angles to break up the video , important when it's just a single talking head (or singing etc).Adds interest. Also thought the lighting was good - didn't distract from the subject - Anthony was kept well lit from each angle. (Sounds easy but not... straight cuts from one camera to another rather than fades the lighting is important to be constant otherwise the viewer loses interest.)
Good focus and audio was spot on - well mic'd and more importantly- close mic'd
All in all very professional production

XXXXXXX
Senior IT and Audio Visual Professional / Consultant - retired