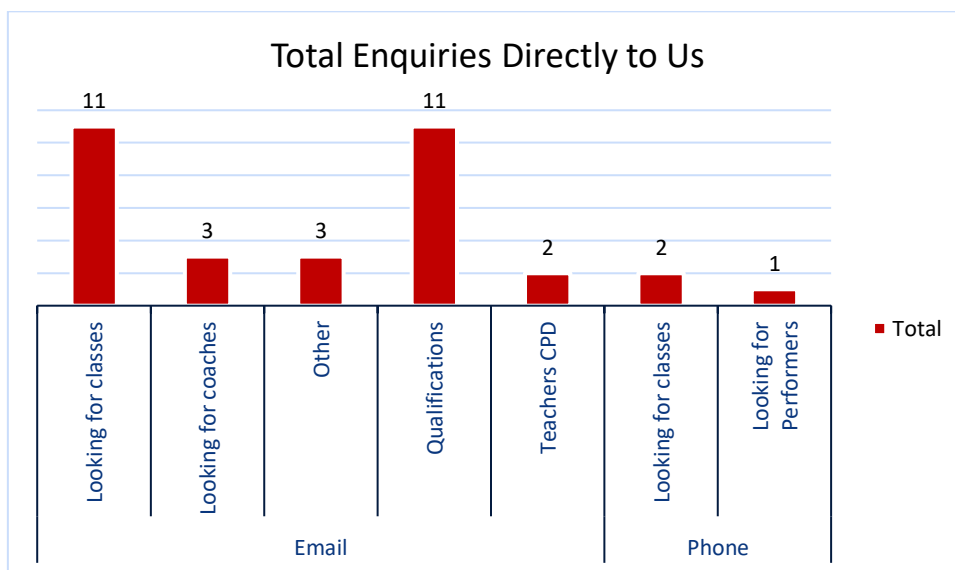


# Parkour UK – Q3 Enquiries Report 21/22

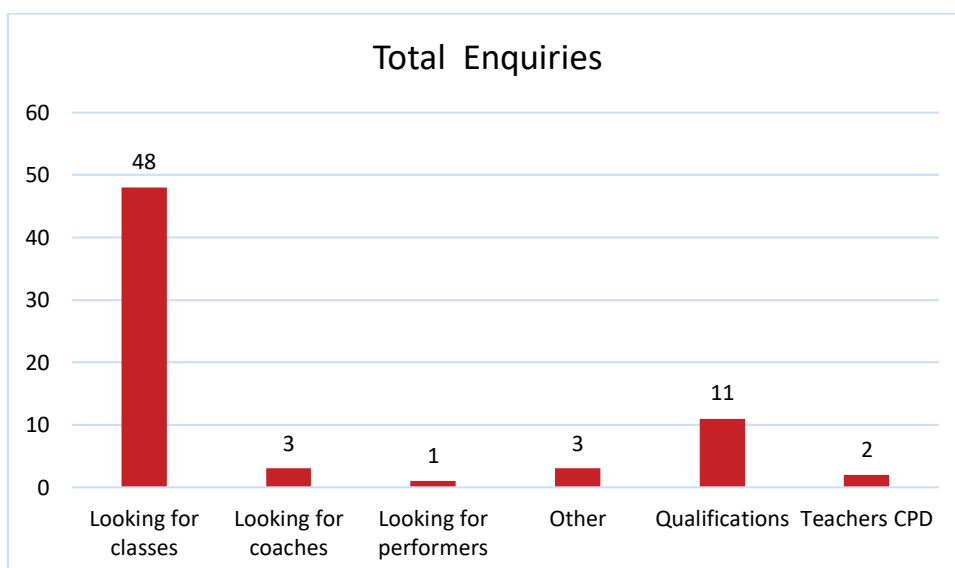
October 2021 – December 2021



In Q3 there were a total 68 of enquiries. 35 were through the member enquiries form and went directly to members, and the rest generic channels such as socials, the 'Contact Us' form etc. This is less compared to the number we received in Q2 (128), we presume this is because parents already have their extracurricular activities planned out for this term and starting a new club midway through a term may mean they have to shift lots of things round. As in the previous quarters most people are looking for classes, and we have also had a lot of contact about Teachers CPD as schools have started back up and we can start to provide courses again.



Most of the enquiries still came through emails, showing that the website serves as an important hub and initial contact point. After speaking to 7League we are thinking of ways to improving the website to continue to make information easy for users to find.

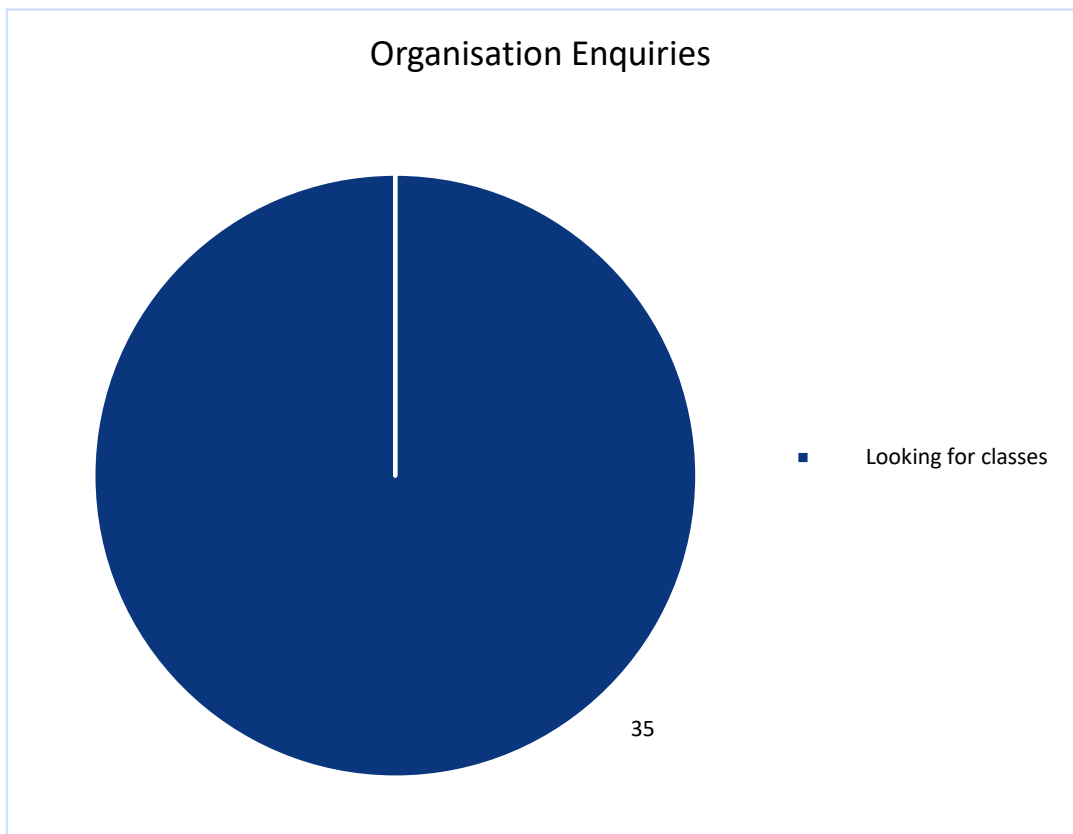


Similar to Q2 more than half of the enquiries were in relation to the public looking for Parkour Classes and were spread across the UK. These enquiries tend to be dealt with swiftly and make use of our Parkour map on the website.

### Direct contact to Parkour companies from website

Our web developer had told us that people could directly contact companies through our website, we double checked with the companies that were meant to receive emails and they all confirmed they had received them.

This quarter all 35 of the Enquiries were looking for classes.



### Teacher Enquiries

The teachers' enquiries were mostly about teacher training courses and some looking for direct coaching for pupils. In this quarter there was a clear indication of demand for teacher's CPD courses and a separate log has been created for Chris Grant to keep track and follow up with these enquiries.

### Response Time

Starting from Q2 we have set the goal to make sure we reply to all enquiries received during the week by 36 hours and enquiries we receive over weekends we aim to reply within 60 hours.