

POST EVENT RESEARCH



Byron Bay, NSW

Sunday 9 May 2021



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Document Summary

The Event:	Byron Bay Triathlon
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Quality System:	<p>Using our intellectual property and methodology we produce management plans which are part of the internal quality system, and include documents for Strategy, Sales and Marketing, Community and Transit, Operations, and Post Event Research.</p> <div style="text-align: center;">  <p>The diagram features a central 'NX' logo. Five colored shapes radiate from the center: a blue shape at the top labeled 'Strategy Map', a pink shape on the left labeled 'Event Management Plan', a pink shape on the right labeled 'Operations Plan', an orange shape at the bottom labeled 'Sales & Marketing Plan', and a purple shape on the bottom left labeled 'Post Event Research'.</p> </div> <p>Real Time Management Planning</p> <p>The <u>Strategy Map</u> draws together high-level strategy such as Purpose, Vision, Mission, and Values and outlines the key performance indicators for the event.</p> <p>The <u>Sales & Marketing Management Plan</u> provides detail on key communications milestones, content planning and campaigns, and the brand guidelines.</p> <p>The <u>Event Management Plan</u> outlines the detail and implementation pertaining to risk mitigation and medical management, community and transit impacts for the event and includes all applications, permits, traffic management, and infrastructure detail.</p> <p>The <u>Operations Management Plan</u> functions as a time-driven, step-by-step plan that facilitates all aspects of event delivery.</p> <p>The <u>Post Event Research</u> provides an executive summary of event delivery and includes a statistical overview.</p>

2. Executive Summary

2.1 Executive Summary

The 25th Byron Bay Triathlon is a not-for-profit community activity by the NXsports Community Foundation. As a Triathlon event, the Byron Bay Triathlon encourages a vibrant and active community life, positively promotes interaction with the natural environment, and showcases the Byron Bay destination.

This Research Report focuses on the recently completed event on Sunday 9 May 2021, and the table below sets out the key economic benefits, social capital, and potential for future tourism benefits to the region.

Current Situation

The 2021 Byron Bay Triathlon took place under challenging circumstances, and following the 2020 event's postponement due to the COVID-19 outbreak, all entries were transferred directly to the 2021 event.

- Over the summer period, it was noted to organisers and stakeholders that the Byron locality was receiving a significant influx of day-trip visitors.
- Although for the last 24 years the triathlon has operated on a Saturday afternoon, organisers were concerned that the Byron CBD could not cope with this closure in 2021.
- As a result, over 200 businesses and stakeholders in the community were surveyed and on this advice, the event was moved to the proceeding Sunday morning.
- The move to Mothers Day caused upset in some circles within the community however, a move to a different weekend would have caused a significant disruption to hundreds of accommodation bookings that had been made so far in advance. As it stands, the event brought 4110 bed nights.
- Organisers have been told that hoteliers charge the triathlon at a premium, with one non-triathlete citing a "\$600 increase on normal weekend rates"

In response to the community upset, organisers doubled community notices including: 80 special event signs, 4 variable message boards, 2 newspaper notifications, radio advertising, bespoke detour and access plans for businesses, 7 day notification package with The Echo, and one-to-one phone consultation with every food and beverage outlet in Byron.

The limited but intense community upset did not relent, and organisers felt forced within 7 days of the event to remodel by the cycle course and the run course within the already agreed upon approval parameters.

Unfortunately on the day of the event, issues related to water safety and the swim course delayed the start of the event which had a consequential impact on the cycle course and road closures.

Whilst all reports indicate that the participants had a positive experience, a number of motorists (estimated at 100-150) wishing to move east-west across the cycle course were irate due to the delays. This is significantly fewer than a normal Saturday triathlon has experienced in the past.

Recommendations for the future of the event are included later in this document, however, organisers note:

- future events will not take place on Mothers Day
- the cycle course must be remodeled to not proceed south of Browning Street as the individuals who must travel via this area are beyond negotiation and compromise (as this is a stress point for North, South, East, and West travel)
- the return on the inconvenience based on the research in this report is \$1,000,000 per hour

Despite the above, the event was a raving success from a participant perspective, including

- Each participant brought on average 3.1 supporters, for a total of 6724 combined participants and supporters
- Net Promoter Score of 20.6
- Bed nights of Average All Participants: 4110
- \$6623712.50, without any tourism multiplier

For seven years, organisers have refined and adjusted the event; now acknowledging that it can no longer work on a Saturday afternoon, the event must be rebuilt to ensure a further 25 years legacy in Australian sport.

Organisers maintain the need to work together and expand the stakeholder review group to include residents in order to implement the agreed initiatives so the benefits as shown in the Key Research Data below can be grown.

Thank you,



Mike Crawley, Race
Director



Kevin Pready, Event
Manager

2.2 Key Research Data

Participants	<ul style="list-style-type: none">• 1411 entries, with a total of 1640 participants• Net Promoter Score of 20.6• Average age of 38.9• Gender split of 65% Men and 35% Women
Supporters	<ul style="list-style-type: none">• Each participant brought on average 3.1 supporters• Total combined participant and supporter attendance: 6724
Economic Impact	<ul style="list-style-type: none">• Direct visitor expenditure of Surveyed Participants: \$1779448.26• Direct visitor expenditure of Average All Participants: \$6623712.50, without any tourism multiplier
Bed Nights	<ul style="list-style-type: none">• Bed nights of Surveyed Participants: 4110• Bed nights of Average All Participants: 4110• Average length of stay for overnight visitors: 2.94 nights
Future Tourism	<ul style="list-style-type: none">• 17% of participants have never visited Byron Bay before• 52% of participants have been three or more times to Byron Bay in the last twelve months• 78% of participants said they will return for a holiday experience in Byron Bay in the next eighteen months

3. Program and Attendance

3.1 Overview

Purpose	The Byron Bay Triathlon is an iconic end of season race and party that continues that Triathlon tradition in Byron Bay.				
Values	<ul style="list-style-type: none"> • The Spirit of Byron • Weekend of Racing and Celebrations • Belonging to the Unique Community Fabric • Iconic Race Experience 				
Program	The Byron Bay Triathlon program is designed to be inclusive, a wonderful post dawn activity for all ages and abilities.				
	DAY	ACTIVITY	LOCATION	TIME	ATTENDANCE
	Sunday 9 May 2021	Tempta Individuals	Main Beach	6:20AM	90
	Sunday 9 May 2021	Sprint Individuals	Main Beach	6:35AM	500
	Sunday 9 May 2021	Sprint All In Team	Main Beach	6:35AM	10
	Sunday 9 May 2021	Sprint Relay Teams	Main Beach	6:35AM	55
	Sunday 9 May 2021	Olympic Individuals	Main Beach	7:15AM	450
	Sunday 9 May 2021	Aquabike - Olympic	Main Beach	7:15AM	80
	Sunday 9 May 2021	Olympic All In Teams	Main Beach	7:15AM	80
	Sunday 9 May 2021	Olympic Relay Teams	Main Beach	7:15AM	45
	Sunday 9 May 2021	Juniors 7-9 Years	Main Beach	9:50AM	60
	Sunday 9 May 2021	Big Kids 10-12 Years	Main Beach	10:00AM	70

3.2 Participation

NAME	#
Aquabike - Olympic	31
Big Kids 10-12 Years	42
Big Kids Relay	0
Juniors 7-9 Years	55

Olympic All In Teams	10
Olympic Individuals	600
Olympic Paratriathlon	0
Olympic Relay Teams	64
Sprint All In Team	8
Sprint Individuals	492
Sprint Paratriathlon	1
Sprint Relay Teams	24
Tempta Individuals	81
Tempta Paratriathlon	2

- 1411 entries in the Triathlon, totaling 1640 participants across 9 categories of participation
- 231 local participants
- 18 kids aged 12 and under
- Olympic Individuals continues to be the largest field
- Gender split 65% male and 35% female.
- Average age 38.9 years old

3.3 Supporters

- Each competitor brought an average of 3.1 supporters
- Of 422 surveyed participants, there were 1304 confirmed supporters; Average All Participants calculates 5084 total supporters
- General spectators not linked to a participant are not recorded but may represent many additional persons in attendance

4. Economic Benefit

4.1 Participant's Home Address

Sunday 9 May 2021		Region
New South Wales	16.03%	Northern Rivers
	32.27%	Sydney
	10.48%	Other NSW
	58.78%	Total
Queensland	8.74%	Gold Coast
	22.62%	Brisbane
	2.91%	Sunshine Coast
	2.36%	Other Queensland
	36.64%	Total
Other	3.96%	Interstate
	0.62%	Overseas
	4.58%	Total

Participants are primarily visitors from major urban centres such as Brisbane and Sydney. The Byron Bay Triathlon tourism appeal is the unique surf, beach and village amenity which inspires overnight stays during the triathlon weekend and return visits throughout the year.

4.2 Accommodation

- 77% of participants stayed at least one night
- The average length of stay for overnight participants and supporters was 2.94, with 63.2% staying two nights, and 40.3% staying three nights or more
- Of surveyed participants, there were 4110 confirmed competitor bed nights
- The Average All Participants including supporters generated a total bed nights of 4110
- Research suggest there appears **insufficient accommodation inventory to meet the demands of the event as 29.4%** who did not stay overnight indicated they wished to but could not find suitable accommodation.

4.3 Direct Visitor Spending

**subject to independent verification*

		Survey Participants	Average All Participants		
A	Unique Participants	422	<i>i</i>	1640	<i>ii</i>
B	Unique Supporters	1304	<i>i</i>	5084	<i>iii</i>
C	Participants Overnight Stay Percentage	77.0%	<i>i</i>	77.0%	<i>i</i>
D	Overnight Visitor Total	1398	<i>i</i>	5178	<i>vii</i>
E	Average Overnight Stay	4110	<i>i</i>	15225	<i>i</i>
F	Per Overnight Person Spend Per Day	\$425.14	<i>i</i>	\$425.14	<i>i</i>
G	Bednights Total	2.94	<i>i</i>	2.94	<i>viii</i>
H	Total Overnight Visitor Expenditure	\$1,747,376.42	<i>iv</i>	\$6,472,587.25	<i>iv</i>
I	Day Trip Visitor Total	328	<i>i</i>	1546	<i>vii</i>

J	Per Day Trip Person Spend Per Day	\$97.78	<i>i</i>	\$97.78	<i>i</i>
K	Total Day Trip Visitor Expenditure	\$32,071.84	<i>v</i>	\$151,125.25	<i>v</i>
L	Total Expenditure	\$1,779,448.26	<i>vi</i>	\$6,623,712.50	<i>vi</i>

Summary of Calculations and References

- *i* - from surveyed data
- *ii* - from point of sale database
- *iii* - based on 3.1 as per surveyed data
- *iv* - total of $D * E * F$
- *v* - total of $I * J$
- *vi* - total of $H + K$
- *vii* - total of $(A + B) * C$
- *viii* - total of $D * E$

5. Marketing & Engagement

Event marketing and destination marketing are intrinsically linked - the event brand provides direct awareness to Byron Bay and is simply recognized as 'Byron Bay'. The extensive Sales & Marketing Management Plan promotes the Triathlon event with the key driver being the Byron Bay destination – put simply, you can't take Byron Bay out of the Byron Bay Triathlon.

This is reflected in the competitor survey as 54% value the location the most when deciding to attend the event; our communications are built to showcase the Byron Bay village and beach destination.

Furthermore, 78% intend to return to Byron Bay for a holiday in the near future, highlighting the consequential opportunity for tourism provided not just during the event, but throughout the year.

INSIGHT - The scope of multi-channeled marketing for the triathlon functions continually not only for the event but also as destination marketing. Beyond the imagery, it's in the name.

- The Byron Bay Triathlon has the best multisport vibe in the nation and creates unforgettable experiences
- A great reason to share experiences and build more memories in one of Australia's best destinations
- Best of class racing events and services
- with a weekend of celebrations for all participants
- Embrace the best of Byron - have a hit out on your holiday!

We want them to THINK	We want them to FEEL	We want them to DO
It's cool to do the Byron Bay Tri and it's a bucket list event. The laidback and friendly environment underpins the great courses – a perfect combination of multi-sport racing.	The badge of honour and pride to have competed in an iconic event with a legacy. Competing at this event is a chance to create unforgettable memories and experiences.	Buy an entry and influence their network to join the excitement this year and create a lasting buzz into next year.

Destination Byron Bay Stimulation	
Impressions	774476 total online impressions of Byron Bay Triathlon marketing directly promoting the Byron Bay destination.
Future Tourism	78% of Surveyed Participants or XXX individuals intend to return to Byron Bay for a holiday in the next 18 months. The Average All Participants calculation shows XXX intend to return to Byron Bay for a holiday in the near future.
Byron Bay Triathlon Website	81048 page views <i>(as per Google Analytics)</i> 1.84 pages/ session and average session time of 1.43 <i>(as per Google Analytics)</i>
Byron Bay Triathlon Facebook	XXX likes 693428 page reach Paid Advertising - XXX impressions
Byron Bay Triathlon Instagram	1964 followers
Triathlon NSW Facebook	10,251 likes
Triathlon New South Wales Facebook	6,606 likes
Email Newsletters	Sent to the event database of XXX individuals Combined open rate of XXX%

Destination Byron Bay Stimulation	
News Press	
Printed Marketing	

6. Social Capital

The Byron Bay Triathlon understands the impact of road closures and the impact that mid-large events have on coastal destinations, particularly villages or townships. The organisation is focused on engagement and open-door processes to gather input, refine activities to reduce impacts and maximise returns. Engaging local participation in the event is essential in creating local pride and sharing the vibrancy of the local community with out-of-region visitors.

To this end, the event specifically prioritises introducing active lifestyles to new athletes and children as a cornerstone for the sustainability of healthy communities.

The community significantly contributes to the success of the Byron Bay Triathlon through the many organisations and individuals/volunteers giving up their time and expertise. The event could not take place without their loyal and enthusiastic support – thank you!

Local Participation	231 local participants		
	121 local volunteers and members of the crew		
Community Returns	Organisation	Contribution	Return
	Byron Bay Surf Life Saving	Water Safety & Venue	\$5000
	Byron Bay Basketball Club	Volunteer Group	\$1300
	Byron Bay Triathlon Club	Volunteer Group	\$750
	Byron Bay Runners	Volunteer Group	\$250
	Byron Bay Croquet Club	Volunteer Group	\$750
	Byron AFL	Volunteer Group	\$750
		Total Local Community Groups Contributions	\$8800

7. Event Delivery

The NX Sports Quality System requires a continual improvement pathway and is stimulated from the multitude of surveys and feedback loops from participants, community members, volunteers and stakeholders.

The experiential rating reflects directly on the future retention and nurturing of attendees, spectators and competitors. Using the qualitative data, the Strategic Plan evolves by targeting four significant improvements and four incremental improvements.

Participant Satisfaction	The event was rated on average 7.7 out of 10, for a Net Promoter Score of 20.6.
Major Incidents	<p>One ambulance was called to the event for an overheated participant.</p> <p>Traffic build up between 7.30am and 8.45am was significant at times.</p>
Four-By-Four	<p>As part of the NX Quality System, the post event 'Four-By-Four' is driven by participant feedback and is comprised of four significant improvements and four incremental improvements to be built into future planning to improve the athlete experience.</p> <p>Major:</p> <ol style="list-style-type: none"> 1. Change the date so as not to fall on Mothers Day again 2. Critically review the viability of offering Olympic distance given road closure stresses 3. Redesign the cycle course to no proceed south of Browning Street 4. Re-establish local working group to guide strategic planning and decisions <p>Minor:</p> <ol style="list-style-type: none"> 1. Restructure the program to ensure multiple distances do not finish at the same time 2. Recruit volunteer groups earlier in planning to reduce reliance on individual crew 3. Consider partnership with Winter Whales Swim 4. Redesign afterparty ensuring all local bylaws are adhered with

8. Community Consultation

Stakeholder Design

As part of the NX Quality System, the five-stage Stakeholder Design is essential in the pre-planning of the event. Responses to consultation and notification are included below.



<p>Pre-Event Consultation</p>	<p>Three emails sent to a total of 256 addressees on 12/1, 13/4 and 28/4, which achieved a combined open rate of 41.42%.</p> <p>From this, we received no responses or questions.</p> <table border="1" data-bbox="373 1144 1015 1249"> <thead> <tr> <th>Order 3rd - 9th May 2021</th> <th>Ad server impressions</th> <th>Ad server clicks</th> <th>Ad server CTR</th> <th>Industry Standard</th> </tr> </thead> <tbody> <tr> <td>Byron Bay Tri LB</td> <td>102339</td> <td>52</td> <td>0.05%</td> <td>0.01%</td> </tr> </tbody> </table>	Order 3rd - 9th May 2021	Ad server impressions	Ad server clicks	Ad server CTR	Industry Standard	Byron Bay Tri LB	102339	52	0.05%	0.01%
Order 3rd - 9th May 2021	Ad server impressions	Ad server clicks	Ad server CTR	Industry Standard							
Byron Bay Tri LB	102339	52	0.05%	0.01%							
<p>Post-Event Community Stakeholders Survey</p>	<p>A post-event survey was sent to the Community and Stakeholders email list- a total of 229 email addresses. We received 17 replies and results are attached below.</p> <p>Byron Bay Triathlon 21 Community Feedback</p> <p>The majority of responses thought that the community and economic benefits of the triathlon outweighed the negatives of hosting the event. Their responses are below:</p> <ul style="list-style-type: none"> • The triathlon is a fantastic event, and is great for the community. However the road closures affected our business greatly for the period of time between 6am and 10am. being Mothers Day esp. • Lots of incoming revenue for the town and minimal inconvenience, considering the notice given to make alternative arrangements. • It brings people into the community and shows a really healthy side of Byron Bay community. • Promoting fitness is much better than Netflix. • It is a wonderful event that raises vital funds to many wonderful causes including many local community clubs. It promotes health and fitness and a never quit attitude to life. So many people are affected by different adversities and the Triathlon Community, not only for competitors but family and friends and spectators. Not to mention the economic benefits it brings to our community year after year. • Occupancy in my Caravan Park • It is great to have sporting event locally that we can participate in, volunteer at and spectator at. The attendees need accommodation, food and spend money in the community. But good communication about the event is key. • I love seeing the tri participants going past our house on Banglaow Road, we go out and cheer 										

them on each year. It's so great that our children get to see all of the different participants having a go. Keep it up - don't listen to the haters !

Comments from those who did not think the benefits outweighed the negatives are included below:

- We are cafe located in Brooke Drive Byron Bay. Our business suffered greatly with over 50 breakfast cancellations. Leaving our cafe empty. Many of our lunch bookings also cancelled saying the traffic into town was too heavy. We had to pay staff to do nothing so that they could get to work before road closures. We also had to coordinate our deliveries. It was a complete disaster for us. We only found out about the race after seeing the signs posted around town. We are horrified.
- Byron Bay is so small and only has two entries into the town centre. To completely close one of these is too much.
- Our business was negatively impacted. Our takings were the worst they have been since the height of COVID-19 and on top of that we were over staffed due to the lack of customers.
- Byron is a very busy place, Should host in somewhere like east ballina that is quiet.
- We have a store in Byron and we had almost no customers all day
- This was a good thing 10 years ago but not now.
- Our cafe should have made 3000 -6000 on Mothers day and wasn't able to due to the road closures.

This was followed up a phone call to 23 businesses. This included: 4 accommodations, 6 cafes, 5 shops, 1 church, 4 sporting clubs and 3 delivery businesses. Responses are attached below:

[Sample Community Calls](#)

The feedback and suggestions from the community are included below:

- I operate an accommodation complex directly across from the main area for congregation and was not contacted except to have someone come in and advise that Fletcher St traffic would not be affected. This wasn't actually the case as someone was positioned at the Fletcher/Lawson St roundabout stopping access up Fletcher St. I would also have expected to be advised that someone would be on a public address system from 7am on Sunday (Mothers Day) that could be heard within our double glazed rooms.
- There was no confidence in the street signage as they all had different times. So everyone was confused as to what time we would be locked in or out of homes and businesses. It's just not right that a private run event can keep people's movement suspended. To have it held on Mother's Day was completely rude and just shows a lack of respect for residents of this town. The town has outgrown this event and it's time you found another town that the disruption hasn't such a negative event financially, environmentally and socially.
- Thanks for your help so i could still deliver to my clients
- Good job all
- Should be hosted elsewhere
- Continued access via Fletcher Lane for our hotel guest entering and departing our carparking facilities on the corner of Middleton Street and Fletcher Lane. Other than that, I think it is a wonderful event and The Byron Bay Triathlon has my 100% support.
- Ensure all participants and visitors do not trespass on private venues, more public toilets required
- We need our town to be able to operate even if the triathlon operates. Our store had almost no customers that day
- Communication is key...share as much as possible. It is also key that those on the course can still access their property by road. I think this was managed ok as someone who lives on Bangalow Rd but could have been done a little better if greater info shared with those on the route. I hope to see the event back.
- Having the triathlon on Mother's Day morning is a huge fail. Mother's Day morning is for breakfast and celebration, and couldn't go anywhere because of the 4 hour roads closure. It's also bad for local businesses as there's no access into town that morning.
- Well done on another great event. Keep it up. One day I'll give it a go.

Communications	COMPANY	NOTES	DATE
	28 Degrees	19/4/21 Meg called and spoke with Maureen - notified her of event and closures. Said she was aware as have guests booked in who are taking part. Meg wanted to confirm guest parking access - Maureen said wasn't a good time to talk and will call back	19-April
	28 Degrees	19/4/21 Maureen called Meg to check on the email as hadn't received it - Meg checked email was down correctly and Maureen gave an updated one - email resent. Maureen said are used to the road closures each year - no issues raised. Wished us the best of l	19-April
	A Perfect Stay - Lisas on		15-April
	A Perfect Stay - Lisas on	15/4/21 Meg called and left vm notifying of event on 9 May and road closures. Sent email	15-April
	A Perfect Stay - Lisas on	15/4/21 Nick called and left vm - said will notify guests "is what it is and not much we can do about it" "will do what we need to do for our guests" Appreciated the call.	15-April
	A Perfect Stay - Lisas on	15/4/21 Meg returned call - will call me bck	15-April
	Aabi's At Byron	19/4/21 Meg called - notified of event and closures - Ruskin is westbound only - no issues raised	19-April
	Allpress Espresso Byron Bay	4/5/21 Meg - closed weekends	04-May
	Ananda Enterprises	20/4/21 Meg called - couldn't leave vm - sent email	20-April
	Annika Byron Shire Hair & Makeup	20/4/21 Meg called - left vm notifying of event and closures	20-April
	AOL Marine Rescue	6/5/21 David called and spoke with Meg - works for maritime rescue and needs access to lighthouse for 9am. Understood he had to cross at Kingsley - Meg advised of timings across Kingsley and that between 8:15am - 8:45am would be possible - David said that	06-May
	Aquarius Byron Bay	15/4/21 Meg called - notified of event and closures on 9 may - and that lawson st local access only. No issues raised. awaits email	15-April
	Aquarius Byron Bay	30/4/21 Meg called and spoke with Teneal - she said the manager has decided to close the cafe as don't expect many customers to be able to get there. Meg explained Lawson St open and offered to send through access maps. Meg also offered to share on socia	30-April
	Auguste the Label Byron	15/4/21 Meg called and spoke with kristel - notified her of event and closures on 9 may and local access along lawson st. no issues raised and awaits email	15-April

Auguste the Label Byron	11/5/21 Meg called and spoke with Cath - day wasn't too bad actually - not too much traffic on the roads and didn't experience any hiccups in terms of traffic and getting around. Was like any other day. Preference would be Sunday but no preference for m	11-May
Bake My Life Ballina	5/5/21 Yanos called Meg has deliveries to make on Sunday morning in Byron and Bangalow Rd - coming from north into Byron at 6.30-7am. Meg advised that if deliver to Sunseeker first on Bangalow at 6.30am should be fine as athletes still in swim leg - howev	05-May
Bali Bagus Cafe	4/5/21 Meg called - enquired if need any assistance regarding the closures. Said most of the staff are local and will walk but would appreciate the maps sending through. Enquired about number of competitors as are located close to Surf Club and wanted to	04-May
Bali Bagus Cafe	11/5/21 Meg called and enquired about feedback - said they opened early and were very busy first thing in the morning and remained consistently busy throughout the day - very successful day for them - no further feedback.	11-May
Bare Blends	4/5/21 Meg - closed on Sundays	04-May
Barefoot Brew Room	30/4/21 Meg called and left vm	30-April
Bass Byron		30-April
Bay Beach Motel	15/4/21 Meg called and spoke with Sydney - notified her of event and closures 9 May - no issues raised. Awaits email	15-April
Bay Gelato		30-April
Bay Grocer	19/4/21 Meg called - notified of event and closures - awaits email	19-April
Bay Grocer	Took some flyers for staff and to have displayed. 22/04/21	27-April
Bay Grocer	28/4/21 received email from Sarah in response to our event notification email. Said thank you for the thorough information - helpful. Wanted to point out that Mothers day is one of their busiest days, particularly breakfast and by moving to this date have	28-April
Bay Grocer	28/4/21 Meg called and spoke with Sarah. Said had received her email and appreciated their patience despite the disruption and have passed on the feedback to race director. Meg enquired about the access to car park off browning street to see if in and out	28-April
Bay Grocer	11/5/21 Meg called and spoke with Jeremy - he said they were very quiet on Sunday - Mothers Day usually very busy day for them as sell flowers and have Mothers Day breakfast. Plus staff difficulty getting in from Suffolk Park - meant they came in early. S	11-May
Bay Kebabs		30-April
Bay Royal Apartments	15/4/21 Meg called and spoke with Michael - notified him of event and closures on 9 may. confirmed vehicle access	15-April

	is via bay lane so will have in and out access, just can't turn onto Middleton St. No issues raised and awaits email	
Bay Seafood Market	15/4/21 Meg called - line busy	15-April
Bayleaf Cafe	4/5/21 Meg tried - no contact number listed	04-May
Bayleaf Cafe		11-May
Bayview Beachfront Apartments	15/4/21 Meg called and left vm - notified of event and closures. sent email	15-April
Bayview Beachfront Apartments	15/4/21 returned Megs call - confirmed vehicle access is via Bay Lane - enquired whether traffic control will be located as bay lane one-way - said it has been done in previous yrs - Meg said will confirm and call back	15-April
Bayview Beachfront Apartments	on 15/4/21 Meg called back and confirmed that this would be put in place. Happy with the result	28-April
Baz & Shaz Fruit & Veg		20-April
Baz & Shaz Fruit & Veg	20/4/21 Meg called and spoke with Barry - notified him of event and closures - no issues raised and awaits email	20-April
Beach Byron Bay		30-April
Beach Byron Bay	30/4/21 Meg called - no answer so left vm enquiring if need assistance for access for tri on 9 may	30-April
Beach Hotel Byron Bay	30/4/21 Meg called - no answer left vm	30-April
Beach Suites	15/4/21 Meg called and spoke with Tracey - notified her of event and closures on 9 May. Confirmed that vehicle access made on Fletcher st - no issues raised. awaits email	15-April
Beautiflora	24/4/21 email from Britte - is florist with deliveries on the Sunday morning - wondered if could arrange the escorts for the deliveries	28-April
Beautiflora	28/4/21 Meg called Britte to discuss her email and understand her requirements - will have deliveries between 8-11am 3 drivers going between byron and suffolk park. Meg said will pass the information on to race director and will see what can do	28-April
Beautiflora	30/4/21 Meg called and spoke with Sophie - said been speaking with Britte about the deliveries during the closures - Sophie said Britte not currently in and will get her to give Meg a call	30-April
Beautiflora	4/5/21 Meg called - spoke with Joanna - explained the situation about limited access with flyer for windscreen for TC to identify - Meg made it clear that along Bangalow Rd/Broken Head no access possible until 9.30am as deemed too unsafe by police as 500/	04-May
Beautiflora	11/5/21 meg called and spoke with Joanna - issues on the	11-May

	day was that at certain time, approx 10.30-11 there was no way to cross Bangalow Rd - town basically cut in half. Said however that our communications was good as they could be well prepared with th	
Been & Seen Travel Agents	20/4/21 Meg - no contact number listed - sent email	20-April
Bell and Ford		30-April
Belongil Bistro		11-May
Birdcage @ Byron Bay	20/4/21 Meg called - number disconnected - no alt. listed nor email	20-April
Blanchs Bus Service	27/4/21 Meg called and spoke with Peter - was returning his call from the weekend. Have a bus service 640 on Sunday morning - as they aren't as regular on a Sunday can't really divert it as have done in the past on Saturdays. The route would arrive at S	27-April
Blanchs Bus Service	4/5/21 Meg called and spoke with Peter - notified them that following conversations with police, there have advised that due to safety reasons, with 500 bikes on roads cannot allow the bus on the road the same time - Peter was very understanding, however	04-May
Blanchs Bus Service	4/5/21 Meg called and spoke with Andrew - explained the situation that unsafe for bus on road at same time as cyclists. Andrew understood and will work on detour of some kind. Wondered if we could include messaging on our vms that altered bus route. Meg w	04-May
Blanchs Bus Service	5/5/21 Meg called and spoke with Andrew - told him that followed up about vms and unfortunately can't fit the messaging however will put up bus notices - will send draft messaging for their approval	05-May
Blanchs Bus Service	6/5/21 Meg sent bus stop notice for approval	06-May
Boards In The Bay Surfboards	15/4/21 Meg called - notified of event and closures - and lawson st local access only - no issues raised. Don't have work email address but will pass message onto boss	15-April
Bombay to Byron		30-April
Booklet Spring Farm		30-April
Bounce Back Therapies	19/4/21 Meg called - notified of event and closures - closed Sundays so not affected - no issues raised	19-April
Bowen Energy Work		30-April
Bowerbird Dining And Events	20/4/21 Meg called - notified her of event and closures and enquired about her requirements. Said need access at 10am - Meg told her the closures along Broken Head/ Banaglow will be open by 10am - no issues	20-April
Buddha's Bungalow	20/4/21 Meg called - notified of event and closures. Said was well aware of the event. declined an email	20-April

Byron AFL	10/3/21 Meg called and spoke with Daniel - was busy so sent text to confirm they are still located at Cavanbah Centre	10-March
Byron AFL	10/3/21 Daniel text - confirmed still up at Cavanbah Centre	10-March
Byron AFL	10/3/21 Meg replied - letting him know not impacted by course road closures	10-March
Byron at Byron Collection Resort	10/3/21 Meg called - prefer the morning - check out isnt until 11am and feel that theres more movement in and out of the hotel in the afternoon anyway	10-March
Byron at Byron Collection Resort	11/5/21 Meg called and spoke with Naomi - asked to call back another time and speak with supervisor Cathy	11-May
Byron at Byron, a Crystalbrook Collection Resort	21/4/21 Meg called and spoke with Bree - notified her of event and closures and enquired about their requirements. Bree requested an email to forward onto general manager so they can let me know	21-April
Byron at Byron, a Crystalbrook Collection Resort	They will need access on the day. Reception took some flyers for staff and manager. 22/04/21	27-April
Byron Bay Adventist Church	13/4/21 Meg called - call couldnt be connected. No email listed online so sent messgae via website	13-April
Byron Bay Adventist Church	Met with someone. They just took flyers. 22/04/21	27-April
Byron Bay Beach Bure	15/4/21 Meg called - vm service said was Byron Images - left vm anyway notifying of event and closures. no alt number listed	15-April
Byron Bay Beachfront Apartments	15/4/21 Meg called and spoke with Mark - notified him of event and closures on 9 May - no issues raised. Awaits email	15-April
Byron Bay Chamber of Commerce		15-April
Byron Bay Chamber of Commerce	4/5/21 Meg - no contact number listed	04-May
Byron Bay Community Centre	19/4/21 Meg tried - no number listed - sent email	19-April
Byron Bay Cricket Club	13/4/21 Meg called - number not connected - sent email notification	13-April
Byron Bay Cricket Club	13/4/21 Meg called mobile and spoke with Greg - said their season finished at the end of March and then the football club takes over - said the football clubs and soccer clubs normally play on Saturdays too - couldn't think of any club who would be impac	13-April
Byron Bay Cricket Club		13-April
Byron Bay Croquet	14/4/21 Meg called and spoke with Max - notified him of	14-April

Club	event on Sunday 9 May and road closures. Meg enquired if any fixtures or anything scheduled on that day at the club - Max confirmed there wasn't. Updated email address.	
Byron Bay Deli	15/4/21 Meg called and spoke with Ellie - notified her of event and closures and that their location on Lawson will be local access only. No issues raised. Awaits email	15-April
Byron Bay Dive Centre	19/4/21 Meg called - no answer left vm notifying of event and closures. Sent email	19-April
Byron Bay Dive Centre	Took a flyer for staff. 22/04/21	27-April
Byron Bay Dive Centre	7/5/21 Meg called - "call failed"	07-May
Byron Bay Dive Centre	7/5/21 Meg called - no answer	07-May
Byron Bay Dive Centre	7/4/21 Perry returned Megs call - confirmed usual access situation across Kingsley - awaits flyer with timing	07-May
Byron Bay Fire Station	19/4/21 Meg called and left vm notifying of event and closures	19-April
Byron Bay Fire Station	4/5/21 Meg called and left vm	04-May
Byron Bay Football Club	On 13/1/21 Kerry sent an email in response to a Byron Community Event Notification - requested to be advised of the specific times of closures as in previous years the surrounds had remained open until midday and they could continue usual Saturday morning	17-February
Byron Bay Football Club	On 12/2/21 Meg called Kerry - Meg said she appreciated Kerry taking the time to notify us of this - Kerry relayed her concerns over the phone as expressed in the email. Meg said would notify race director about her concerns and will be in touch again	17-February
Byron Bay Football Club	12/2/21 Meg sent email to Kerry - reiterated what had been discussed on the phone	17-February
Byron Bay Football Club	17/2/21 Meg sent email to Kerry just touching base and keeping her in the loop - let her know the issues discussed had been escalated and would keep her notified on progress	17-February
Byron Bay Football Club	10/3/21 Meg called and spoke with Kerry - told her about the proposed changes to the Tri to Saturday morning - she said that would be the worst possible time to have the tri - have hundreds of people coming and going for games on that day. Said she would	10-March
Byron Bay Football Club	13/4/21 Meg called and spoke with Kerry - notified her of date change if have fixtures on Sunday morning - Kerry said they did as moved it to not clash with tri on Saturday afternoon - tho noted had seen the email about date change. Said that Sunday morni	13-April
Byron Bay Football Club	5/5/21 Meg called and left vm. Sent text enquiring if any fixtures on the fields	05-May

Byron Bay Football Club	5/5/21 Kerry replied - have moved most fixtures to Friday but still have one at 12.30pm - said people will be arriving at 11.30. Meg advised that roads open at 12pm. Enquired about which pitch they'd be using. Kerry passed on number of Nicki. Meg called	05-May
Byron Bay Football Club	7/5/21 Meg called and spoke with Nikki - Nikki said the course won't impact the game as doesn't start until 12.30pm. Has had a look at our closure map and can see that those travelling from south can go via Bangalow and those from North can come via Ewi	07-May
Byron Bay Football Club	11/5/21 Meg called and spoke to Nikki - she said that she wasn't personally present on Sunday, however hasn't received any complaints about the impact of the event. Will find out and keep Meg updated	11-May
Byron Bay Golf Club	10/3/21 Meg called and enquired about feedback on proposed changes to Tri - said best person to speak with would be the manager - calling me back	10-March
Byron Bay Golf Club	10/3/21 Shaun called and left vm for Meg	10-March
Byron Bay Golf Club	10/3/21 Meg called Shaun - left vm	10-March
Byron Bay Golf Club	15/3/21 Shaun returned Megs call - left vm	17-March
Byron Bay Golf Club	17/3/21 Meg called Shaun left vm	17-March
Byron Bay Golf Club	14/4/21 Meg called and spoke with Shaun - notified him of event on Sunday 9 May and road closures. Shaun said he was aware - does have Mothers Day event on that day but shouldn't be impacted too much. Noticed an error on road closure map on website which	14-April
Byron Bay Golf Club	Happy with the 6am-10am road closure as their lunch will start 11:30am/12pm. They will request access for staff. Took some flyers for staff and to have displayed. 22/04/21	27-April
Byron Bay Golf Club	11/5/21 Meg called - no answer left vm	11-May
Byron Bay Guest	20/4/21 Meg called and left vm notifying of event and closure	20-April
Byron Bay High School	20/4/21 Meg called - notified them of event and closures - requested the information in writing to pass onto principal - no issues raised	20-April
Byron Bay Holiday House	21/4/21 Meg called - couldn't hear them very well - notified them of event and closures. Phone cut out and couldn't call back	21-April
Byron Bay Holidayz	19/4/21 Meg called - notified her of event and closures. Manage different properties in Byron - said she will review email with closures and notify us if they're impacted - discuss from there.	19-April
Byron Bay Library	15/4/21 Meg called and spoke with Susan - notified her of event and closures on 9 May - confirmed that they aren't open on Sundays so won't be impacted. Appreciated the call	15-April

Byron Bay Library	22/04/21 Joe in person gave flyers to staff and briefly explained the flyer information.	27-April
Byron Bay Luxury Homes - Holiday Rentals	15/4/21 Meg called - notified of event and closures on 9 May - told them local access on lawson - no issues raised. Awaits email	15-April
Byron Bay Netball Club	14/4/21 Meg - no contact number listed on website or FB - sent email	14-April
Byron Bay Newsagency		07-May
Byron Bay Newsagency	have previously spoken with Mike about access for deliveries in Byron and Suffolk Park. 7/5/21 Meg called to confirm the details to add to the run sheet - 1 vehicle at 6am in Suffolk Park and 1 vehicle in CBD 6-7am	07-May
Byron Bay Presbyterian Church	13/4/21 Meg founds number online - spoke with Ryan - notified him of event and closures - no issues raised. Got email address ryan@milletgroup.com.au	13-April
Byron Bay Presbyterian Church	Happy with the day and road closure time change. Asked if we could promote his accomodation and look into for possible staff accommodation. Took some flyers for staff and to have displayed. 22/04/21	27-April
Byron Bay Rainforest Resort	20/4/21 Meg called and spoke with Phil - notified him of event and closures. He said most people will be happy to leave at 10am but will be a few that won't. Enquired about access possibilities along Bangalow Rd and southwards - Meg said would have to fo	20-April
Byron Bay Rainforest Resort	Happy with the day and road closure time changes. Asked if we could promote his accommodation and look into it for possible staff accommodation... Took some flyers for staff and to have displayed. 22/04/21	27-April
Byron Bay Real Estate Agency	15/4/21 Meg called - spoke with Kayla - notified of event and closures on 9 may - no issues as closed SUNDays	15-April
Byron Bay Red Devils RLFC	10/3/21 Meg called and left vm	10-March
Byron Bay Red Devils RLFC	19/3/21 Meg called - left vm	19-March
Byron Bay Red Devils RLFC	13/4/21 Meg called - no answer left vm notifying of event and road closures and asked about the fixtures	13-April
Byron Bay Red Devils RLFC	14/4/21 Meg called - spoke with Red Devils camping ground - notified him of event and asked if have contact details for RLFC - asked meg to send text with details and will pass on information	14-April
Byron Bay Red Devils RLFC		14-April
Byron Bay Red Devils RLFC	19/4/21 Andrew called and spoke with Meg -wanted to know about access to the sports grounds off Bangalow Rd - Meg enquired about the fixtures on that day - said earliest	19-April

	arrival at 10.30am. Meg assured him that the closure along Bangalow and Broken Head r	
Byron Bay Red Devils RLFC		19-April
Byron Bay Red Devils RLFC	7/5/21 Meg called to confirm timings - man from camping ground said the times were correct.	07-May
Byron Bay Red Devils RLFC	11/5/21 Meg called - he couldnt talk for long. Said roads were opened back up at the right time - no problems	11-May
Byron Bay Rugby Union Club	10/3/21 Meg called and left vm	10-March
Byron Bay Rugby Union Club	19/3/21 Meg called - left vm	19-March
Byron Bay Rugby Union Club	19/3/21 Eddie returned Megs call - are playing away on 8 May so won't be impacted by the tri this year - therefore no preference over day or date change	19-March
Byron Bay Rugby Union Club	14/4/21 Meg called Eddie - left vm	14-April
Byron Bay Rugby Union Club	7/5/21 Meg called left vm	07-May
Byron Bay Surf and Bike Hire	15/4/21 Meg called - no answer couldn't leave vm - sent email	15-April
Byron Bay Tennis	10/3/21 Meg called - left vm	10-March
Byron Bay Tennis	14/4/21 Meg called - left vm notifying of event on 9 May and road closures	14-April
Byron Bay Uniting Church	13/4/21 Meg called - call couldnt be connected. Couldn't find email online so sent message through website	13-April
Byron Bay Uniting Church	13/4/21 Carole responded wishing us good luck with the triathlon - no issues raised. Have added email address to mailing list	13-April
Byron Bay Uniting Church	Not happy about mothers day. Took some flyers for staff and to have displayed. 22/04/21	27-April
Byron Bay Wedding Celebrant - Michelle Shannon	20/4/21 Meg called and spoke with Michelle - notified her of event and closures. Won't be there that weekend so not impacted. appreciated the call.	20-April
Byron Bay Whale Watching	19/4/21 Meg - same contact number as Byron Bay Dive Centre. Sent email	19-April
Byron Bay Youth Service	15/4/21 Meg called left vm notifying of event and closures. sent email	15-April
Byron Bayside Central Studio Apartments	15/4/21 Meg called and spoke with Maryanne - notified her of event and closures - said she was aware and are impacted as underground carpark access located on Middleton St - check in is 2pm and out is 10am, however will have people in and out all the time	15-April

Byron Bayside Central Studio Apartments	15/4/21 Meg called back - confirmed the slip lane access - Maryanne expressed concerns about guests arriving and being confused about the access - Meg offered to put together a map for them to send to guests showing in and out access to Byron - Maryanne a	15-April
Byron Beach Cabin	20/4/21 Meg called - are well aware of the event as are competing in it. Would appreciate email to pass onto guests	20-April
Byron Beachhouse	21/4/21 Meg called and spoke with Chantel - notified her of event and closures - no issues raised and awaits email	21-April
BYRON BROW & LASH BOUTIQUE	19/4/21 Meg called and left vm - notifying of event and closures - no email listed.	19-April
BYRON BROW & LASH BOUTIQUE	19/4/21 Meg received text saying they were with a client and to send through a message instead	19-April
BYRON BROW & LASH BOUTIQUE	19/4/21 Meg sent text - notifying of event and closures	19-April
BYRON BROW & LASH BOUTIQUE	19/4/21 Meg received response - appreciated the notification - will be sleeping so not affected	19-April
Byron Care Stay	20/4/21 Meg called - notified of event and closures. Took down the details. No issues raised. Meg offered to send an email but said no	20-April
Byron Community Centre		30-April
Byron Community Market	10/3/21 Meg called and spoke with Carl - markets are held on Sundays - so Saturday would be the preferable day for them. Indifferent as to whether Sat morning or afternoon	10-March
Byron Community Market	26/3/21 Meg called and spoke with Carl - confirmed markets are only held 1st sunday of each month - won't be affected by tri on 9th	26-March
Byron Community Primary School	19/4/21 meg called and spoke with Jess - notified her of event and closures - not affected but appreciated the call	19-April
Byron Community Primary School	Took some flyers for staff and to have displayed. 22/04/21	27-April
Byron Corner Store	30/4/21 Meg called and spoke with Amy - said the best person to speak with would be Lachie - back next Tuesday call before 3pm	30-April
Byron Corner Store	4/5/21 Meg called - left	04-May
Byron Corner Store	4/5/21 Meg called - left vm	04-May
Byron Doughnuts		11-May
Byron Fresh	30/4/21 Meg called - they weren't too sure about the event and said best person to speak with would be the manager who is in next week	30-April
Byron Fresh	4/5/21 Meg called - couldn't leave vm	04-May

Byron Hot Bread Kitchen	27/4/21 Sam called and spoke with Lydia - Lydia passed the call to Meg. Sam has bread deliveries on Sunday morning to various cafes around Byron / Suffolk Park. Will be in and out of town at various times between 4.30am - 8.30am. Access to Suffolk Park ar	27-April
Byron Hot Bread Kitchen	27/4/21 Amy took call from Sandra - need access for deliveries to cafes 4.30am - midday. Doesn't want drivers sitting and paying the rates. Have threatened class action against council or the company. Deliveries to Suffolk Park, Lawson St and CBD - will	27-April
Byron Hot Bread Kitchen	30/4/21 Meg received call from Sam following up on the access for their deliveries. Meg said it was still with the race director and haven't received an answer yet but will be in touch when do. Sam said it was a matter of urgency as need to arrange shift	30-April
Byron Hot Bread Kitchen	30/4/21 Meg called and spoke with Sandra- said Sam has been speaking with Mike about the details of access etc. Said will send through a flyer next week which drivers can put in windscreen so TC and police are aware. Sandra said they really appreciate the	30-April
Byron Hot Bread Kitchen		06-May
Byron Hot Bread Kitchen	11/5/21 Meg called and spoke with Sandra - said their day was pretty good - managed to get most of their deliveries done before the roads closed - had one issue where they couldn't get through on Jonson Street and was advised to detour via Coopers Shoot bu	11-May
Byron Lakeside Holiday Apartments	20/4/21 Meg called and left vm notifying of event and closures. Sent email	20-April
BYRON LINKS APARTMENTS	20/4/21 Meg called - no answer left vm notifying of event and closures. Sent email	20-April
Byron Massage	15/4/21 Meg called- notified of event and closures Sunday 9 May - awaits email	15-April
Byron Pacific Apartments	15/4/21 Meg called and left vm - notified of event on 9 May and road closures. Sent email	15-April
Byron Palms Guesthouse	19/4/21 Meg called - notified them of event and road closures. Confirmed they will have access to Browning St but cannot turn onto Tennyson - no issues raised.	19-April
Byron Residents' Group		15-April
Byron Springs Guest House	19/4/21 Meg called - line busy. Sent email	19-April
Byron Springs Guest House	Staff not available, put some flyers into letter box. 22/04/21	27-April
Byron Surf Shop	15/4/21 Meg called and spoke with Holly - notified her of event and closures on 9 May. told her Lawson St at their location will be local access only. no issues raised. awaits	15-April

	email and will notify boss	
Byron Surf Shop	11/5/21 Meg called - Holly said had no feedback as didn't work Sunday	11-May
Byron Traditional Healthcare		30-April
Byron Youth Service and Flea Market	10/3/21 Meg called - the markets have changed to the fourth Saturday of the month (so not on the 8th) and are now being held in the afternoon - starting at 11amish. No other feedback about proposed changes	10-March
Cape Byron Kayaks		15-April
Cape Byron Kayaks	15/4/21 Meg called and spoke with Steve - notified him of event on 9 may and road closures - said he had received the email. Equ	15-April
Cape Byron Kayaks	enquired about the use of the car park at clarks beach - Meg confirmed will not be used by triathlon so can direct customers to park there. No issues raised	15-April
Cape Byron Kayaks	4/5/21 Mg called and spoke with Steve - told him that use of pathway to beach used for exiting the water and heading to transition - no issues as first booking isn't until 10am. Wished us well with the event	04-May
Cape Byron Lighthouse Cafe	30/4/21 Meg called - wondered if anything can do to help with access requirements - she asked if staff would be all good to get up and Meg said yes CBD can go via Kingsley and then Massinger and then follow lighthouse road. Meg confirmed the timings of th	30-April
Catholic Church Diocese of Lismore	13/4/21 Meg called and spoke with Jane - notified her of event on Sunday 9 May and road closures in the area - offered to send through email with information. Meg called back to enquire about service times - don't have service in Byron on a SUNDAY	13-April
Catholic Church Diocese of Lismore		13-April
Cheeky Monkey Bar		30-April
CHUPACABRA	21/4/21 Meg - closed on Sundays	21-April
CHUPACABRA	22/04/21 Joe in person gave flyers to staff and briefly explained the flyer information.	27-April
Club Byron Bowling Club	10/3/21 Meg called and spoke with Kim - indifferent as to whether its held on Saturday morning or afternoon, or if its held on Saturday or Sunday	10-March
Club Byron Bowling Club	14/4/21 Meg called spoke with Kim - notified her of event and closures - no issues raised - awaits email	14-April
Club Byron Bowling Club	Spoke with worker. Took some flyers for staff and to have displayed. 22/04/21	27-April
Club Byron Bowling	11/5/21 Meg called - no answer and couldn't leave vm	11-May

Club		
CRAIG PARRY GALLERY		30-April
Dip Cafe	4/5/21 Meg called - said they don't really need assistance with road closures, but would appreciate a map. No issues raised about the event	04-May
Donna McCann's Hairdressing	20/4/21 Meg called and left vm notifying of event and closures	20-April
Dr Moose T-shirts		30-April
Dreamers and Drifters		30-April
Eastgate Christian Community Church	27/4/21 Meg called and spoke with Neville - said he has a service at 10am and are located off Ewingsdale Road. Said have crew coming from East Byron and Suffolk Park at 8-9am and was enquiring about access. Meg asked approximately how many people and whic	27-April
Eastgate Christian Community Church	29/4/21 Neville called Meg - told her that 13 families needing access from Suffolk Park area at 8-8.30am for church. Meg thanked him for collecting this information. Meg told Nev that some areas will have access, tho will be detoured via Highway. Meg sugg	30-April
Eastgate Christian Community Church	11/5/21 Meg called and spoke with Neville - said the day for him went really well. Though impossible to predict how many churchgoers were affected by closures. Personally would prefer Saturday over Sunday however can work around Sunday - really appreciate	11-May
Eden at Byron	19/4/21 Meg called - was passed to Maree the manager. Said she really appreciated the call as have never received a call from the triathlon before. Can access the garden centre via Old Bangalow Rd. Said were happy with the closures as least impacted. Will	19-April
Ele McIntyre - Acupuncturist	28/4/21 Ele sent FB message enquiring about the closures on Bangalow. Is an acupuncturist who works from home on Mott St and wanted to know if should tell them to park on nearby Patterson Street.	28-April
Ele McIntyre - Acupuncturist	28/4/21 Meg advised the closure was 6am - 10am. Said that her suggestion to park on Patterson was an excellent idea, however if not feasible to please let us know	28-April
Ele McIntyre - Acupuncturist	28/4/21 Ele had no further issues	28-April
Ernte	15/4/21 Meg - permanently closed	15-April
Espressohead	15/4/21 Meg called and spoke with Tahlia - notified of event and closures on Snday 9 May - no issues raised and waits email	15-April
Etnix		30-April
Fel's Kitchen Byron Bay	30/4/21 Meg called and left vm	30-April

Fishheads	30/4/21 Meg called and spoke with owner - said he hadn't put much thought into the event tbh as doesn't notice an impact each year - in terms of access don't need assistance as staff walk or cycle there anyway. Appreciated the call	30-April
Fishmongers Byron Bay	30/4/21 Meg called - spoke with manager. He was surprised how few roads were closed and was happy to have access. He lives in Suffolk Park and Meg told him about the closures 6am - 10am. He said he'll just take the highway - not bothered about the detour	30-April
Flight Centre - Byron Bay	15/4/21 Meg called and spoke with Kate - confirmed not open on Sundays so won't be impacted by road closures.	15-April
Fluid Form Pilates		30-April
Folk Byron Bay	4/5/21 Meg called - doesn't require assistance as not impacted. However the man I spoke with mentioned his partner may have to get to work on Sunday - live at 108 Broken heads road - Meg passed on contact number and said his partner can call up with deta	04-May
Frankie's Pastries and Breads	19/4/21 Meg - no contact number nor email listed - sent event update through contact us form on website	19-April
Froth Byron Bay	4/5/21 Meg - closed on Sundays	04-May
Fundies Organics - Byron Bay Organic Groceries & Cafe	4/5/21 Meg called - spoke with manager - doesn't require assistance with road closures. Is very used to the triathlon. Used to be head of chamber of commerce are huge supporters of the event - will visit the finish line to cheer them on.	04-May
Fuz Hair Salon	15/4/21 Meg called - notified them of event and confirmed they are closed on Sunday - they were very busy so conversation was cut off	15-April
Gecko Shed - Tropical Guest House in Byron Bay	21/4/21 Meg called -no answer and couldn't leave vm. Sent email	21-April
Go Sea Kayak	15//4/21 Meg called - notified of event on 9 May and road closures. Awaits emal with more information	15-April
Go Sea Kayak	4/5/21 Meg called - notified him of use of pathway from beach for swimmers running to get to transition between 6.30am - 8am - no issues at all as don't start til 9.30am. Wished us good event	04-May
Goodies Superfood Bar		30-April
Goodstart Early Learning Byron Bay	19/4/21 closed Sundays	19-April
Gypsy Mama Wild Child	19/4/21 Meg called and spoke with Melia - notified her of event and closures - Bangalow closed 6-10am - however is slip lane from Cooper to Paterson. no issues raised	19-April
Habitat Byron Bay		29-April

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Habitat Byron Bay		29-April
Harcourts Byron Bay	15/4/21 Meg called and spoke with Sally - no longer have an office in Byron - not impacted.	15-April
Heart & Soul Health Clubs	19/4/21 Meg called - no answer and couldnt leave vm - sent email	19-April
Hibiscus Motel	15/4/21 Meg called and spoke with Bronwyn - notified her of event and closures - guests will have access in and out of lawson - no issues raised - awaits email	15-April
High Life	4/5/21 Meg - no contact number listed online	04-May
Hoops Accommodation	19/4/21 Meg called - number not connected - no alt. listed nor email address	19-April
Il Buco Cafe & Pizzeria	30/4/21 Meg called - no answer left vm	30-April
Ingenia Holidays Byron Bay	20/4/21 Meg called - no answer and couldn't leave vm - sent message through contact form on website	20-April
Ingenia Holidays Byron Bay	20/4/21 Mark sent email asking to discuss this	20-April
Ingenia Holidays Byron Bay	20/4/21 Meg to Mark to discuss the event - notified him of event and closures. Raised concerns about access for guests which Meg said would follow up with options. Meg requested if he could send through the checkout time and approx numbers that would like	20-April
Ingenia Holidays Byron Bay	20/4/21 Meg sent email with flyer attached so can notify guests	21-April
Ingenia Holidays Byron Bay	21/4/21 Mark cc'd Meg into email notifying his team of the road closures. Have 15 bookings checking out on that date. Mark suggested to his team to offer an additional night at discounted rate to alleviate housekeeping on late checkouts and increase reve	21-April
Ingenia Holidays Byron Bay	21/4/21 Meg responded - said very interested in this idea and passed on info for Nic	21-April
Ingenia Holidays Byron Bay	Spoke to reception and left a handful of brochures. Explained information contained and they seemed pleased/neutral with everything.	22-April
Ingenia Holidays Byron Bay	22/4/21 Meg spoke with Mark regarding the advertising opportunity - put forward idea of dj sponsor - Mark seemed keen - will get Jo to get in touch	22-April
Ingenia Holidays Byron Bay	11/5/21 Meg called - they said their day went fine - no problems at all. Had a few disgruntled guests the day before thats all. Said the information we gave was really good. Said in terms of date - have more change overs on Sunday so preference would be S	11-May
Jasmine House	19/4/21 Meg called and spoke with Mike - notified him of	19-April

	event and closures - no issues raised. Sent email to manager	
Jugoon	20/4/21 Meg called - notified of event and closures - no issues raised. Refused email	20-April
Karkalla Byron Bay	30/4/21 Meg called - no answer so left vm	30-April
Karkalla Byron Bay	4/5/21 Meg called - lft vm	04-May
Kingscliff District Soccer Club/ Wolves FC	17/3/21 Mark returned Megs called - no issues raised. Is well aware of event	17-March
Kivari Boutique Byron Bay	15/4/21 Meg called and spoke with Fi - notified her of event and closures on 9 May. Confirmed will have local access on Lawson St so can access car park - just can't access Middleton St. Also notified Fi that area will be reserved for local parking. No i	15-April
Kivari Boutique Byron Bay	11/5/21 Meg called and left vm	11-May
Kopru	20/4/21 Meg called - notified of event and closures. No issues raised. Awaits email	20-April
Koranba Apartment	15/4/21 Meg called and spoke with Heather - notified her of event on 9 May and road closures in area and Lawson St - offered to send more information in email. Heather said will need access as have guests staying at the holiday apartment - awaits email an	15-April
La Bella Vita	19/4/21 Meg called and spoke with Rose - notified her of event and closures - that Ruskin St operating one way westbound - no issues raised. Awaits email	19-April
Laneway	4/5/21 Meg called - number disconnected and no alt. listed	04-May
Le Petit Brekkie	6/5/21 Meg called and left vm letting know sent email	06-May
Le Petit Brekkie	11/5/21 Meg called left vm	11-May
Leaf and Grain	4/5/21 Meg called and left vm	04-May
Lets Go Surfing	7/5/21 Meg called - connected to Sydney location as Byron not answering - tried to transfer again but didn't pick up	07-May
Lets Go Surfing	11/5/21 Meg called - connected to Sydney office - transferred to Byron but answering - will get the Byron crew to call meg back	11-May
Lets Go Surfing	11/5/21 Blake returned Megs call - didn't have feedback from the weekend said they love the event and can see how good it is for the town - even have some of the athletes book on. Said they just work around it and go to the beaches they can access. No pr	11-May
Liquid Pool Design	19/4/21 Meg called and spoke with Peter - notified him of event and closures - are not operating on a Sunday. However, he still wasn't too pleased about the closures. Meg offered to send info through in email - refused.	19-April

Lone Goat Gallery	15/4/21 Meg - no contact number listed. Are temporarily closed, however don't operate on Sundays usually anyway. Have sent email	15-April
Lorraine	Lydia - Lorraine lives on Seastar Ct and need to get to Ballina Bowls Club (she leaves her house at 7am), is requesting we post more details to her of her alternate route as she doesn't have an email or mobile phone, was not happy with the alternate rout	29-April
Luxury Weddings	19/4/21 Meg called and left vm - notified of event and closures. Fb says are closed Sundays anyway. Sent email	19-April
Luxury Weddings	19/4/21 Jane returned Megs call - said appreciate the notification. Are supportive of the tri and happy to accommodate it each year. No issues raised	19-April
Main Beach Apartments - Byron Bay Accom	15/4/21 Meg called and spoke with Coco - notified her of event and closures on 9 May - awaits email with more info - no issues rasised currently	15-April
Main Street Burger Bar		30-April
Mana Fitness & Nutrition Byron Bay	21/4/21 Meg called - no answer. Sent text notifying of event and road closures. Sent email	21-April
Mana Fitness & Nutrition Byron Bay	21/4/21 Joe responded - appreciated the consideration and hoped the event was a success	21-April
Manna Haven Cafe Restaurant	4/5/21 meg called - not open weekdays	04-May
Manna Haven Cafe Restaurant	*not open weekends. Only open on weekdays	04-May
Mark Scown Jewellery	21/4/21 Meg called - no answer and couldn't leave vm - sent email	21-April
MaxTEC	19/4/21 Meg called and spoke with Max - notified him of event and closures - is taking part in Tri so well aware - no issues	19-April
Mennie Brand	20/4/21 Meg called and left vm notifying of event and closure. sent email	20-April
Miss Brown Vintage Byron Bay	15/4/2 Meg called - notified of event and closures on 9 may - told her lawson st was local access - no issues raised. awaits email	15-April
Miss Margarita		30-April
Mokha on Lawson	30/4/21 Meg called - not too worried about the road closures, but do have staff coming from Suffolk Park direction. Meg outlined that can go via Highway and Ewingsdale Rd into Byron. Meg also offered to send through a map with the details. Janna said that	30-April
Nahid Kholghi - Hair and Makeup Artist		21-April

Nahid Kholghi - Hair and Makeup Artist	21/4/21 Meg called - left vm notifying of event and closures. Sent email	21-April
Nahid Kholghi - Hair and Makeup Artist	21/4/21 returned Megs call - not too bothered about the closures - in previous years have been able to have in/out access.	21-April
Nest Byron Bay	20/4/21 Meg called and left vm - notifying of event and road closures	20-April
North Coast Painting Services	20/4/21 Meg called left vm. sent email	20-April
Northern Rivers Security Screens & Doors	20/4/21 Meg called - number not connected - no alt listed nor email	20-April
Orgasmic Food Byron Bay	4/5/21 Meg called - tried to explain that calling about the triathlon and road closures. They didn't understand what Meg was saying at all - didn't speak much English.	04-May
Pacifique on Pacific Luxury Villa	19/4/21 Meg called - notified of event and closures - recommended detour onto Paterson St - no issues	19-April
Piccolo Byron Bay	4/5/21 Meg - no number listed	04-May
Real Estate of Distinction Byron Bay	15/4/21 Meg called - notified them of event and closures on 9 May - confirmed closed on Sundays so no issues	15-April
Reflections Holiday Parks - Clarkes Beach Holiday Park	6/5/21 David called and spoke with Meg - enquired about access to business - is located off lighthouse road. Said he has lots of our athletes staying in the property which is a really good thing, however need to get staff in to help cater to them. Meg ask	06-May
Reflections Holiday Parks - Clarkes Beach Holiday Park	6/5/21 David called and spoke with Meg - enquired about access to business - is located off lighthouse road. Said he has lots of our athletes staying in the property which is a really good thing, however need to get staff in to help cater to them. Meg ask	06-May
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Resident - Anna	4/5/21 Meg spoke with Anna - Anna wanted to visit her daughter in Bangalow and she was leaving from Baywood	04-May

	Chase. Meg assured her that can have access via Beech Drive to Shell roundabout and then turn heading south along Broken Head and then Midgen Flat.	
Resident - Brad Hyles	7/5/21 Meg called - no answer left vm	07-May
Resident - Brad Hyles	7/5/21 Brad returned Megs call - has to get to work on Beech Dr at 8am and wondered if could come via south at roundabout service station - Meg confirmed that he could. He said he has to deliver linen around Byron and wondered about closures along Bangalo	07-May
Resident - Browning St	6/5/21 Meg had note from Lydia to call - no name given. 7/5/21 Meg called - no name given. She said she had been advised to cross over Tennyson at 8:15-8:45am - Meg said that was correct and to take Ruskin Street. The woman was grateful for the help - sai	07-May
Resident - Diana	7/5/21 Meg returned Diana's call - said she had already spoken with Mike - needs access to airport - leaving at 10am. Mike said to add to run sheet and send pass	07-May
Resident - Elke Buhrich	26/4/21 Sent FB message: \"Please move your event to a different day. Its completely unfair of you to close our streets for the morning of mothers day.\"	28-April
Resident - Elke Buhrich	On 27/4/21 Meg responded - said happy to discuss this with Elke if could give me a call	28-April
Resident - Elke Buhrich	27/4/21 Elke - \"Thanks for the reply. I don't really want to call to discuss. I'd just like to express the fact that it's very inconsiderate to close our roads on such an important morning. Because of your triathlon we can't leave our houses until after	28-April
Resident - Elke Buhrich	27/4/21 Meg responded saying consulted with local businesses and community who advised that Sunday morning would be least impactful. Let Elke know that have raised the issues with race director	28-April
Resident - Elke Buhrich	27/4/21 Elke - \"Well I certainly wasn't consulted. Not any of the community members and business owners I've spoken to. I have tagged you in a Byron bay community Facebook conversation that shows that the majority of the community are very displeased by	28-April
Resident - Elke Buhrich	27/4/21 Meg thanked Elke for this and said have shared this with colleagues. Elke than proceeded to copy and paste the comments from the post into messenger	28-April
Resident - Emma Ryan	27/4/21 Meg called Emma - Emma said she was an emergency vet needing access at 7.30am from Natural Lane across Broken Head Road to Midgen Flat Lane. Meg confirmed this section of the road did not have any event closures on it so will have usual access. No	27-April
Resident - Heidi	On 6/5/21 Meg called and spoke with Heidi - requires access to work at 8am lives on Bangalow Rd nr Paterson. She said she had previously spoken with Mike who advised she park on the west side of Bangalow Rd and will be allowed access when safe. Meg confir	07-May

Resident - Jo Connor	26/4/21 Jo sent FB message - \"Please reconsider the date that you have chosen, Mother's Day to do the triathlon in Byron. This will have a terrible effect on local businesses and those wanting to celebrate in Byron\"	28-April
Resident - Jo Connor	27/4/21 Meg responded saying happy to discuss this so please give me a call	28-April
Resident - Jo Connor	27/4/21 Jo responded \"Thanks Meg, no need to discuss was just sharing what you would know is a common opinion about the triathlon choosing Mother's Day to hold up all of Byron . Up to you if you take it on board or not:)\"	28-April
Resident - Jo Connor	27/4/21 Meg responded - said thanks Jo have made a note of the feedback to pass to race director and to please get in touch if anything else I can help with. Jo said thank you	28-April
Resident - John	8/3/21 John called NX - had questions regarding the Tri road closures and access for wedding on 250 Bangalow Rd - wedding at 2pm, with guests arriving from 1pm. Bride access to Roadhouse Cafe at 3.30pm. Also guest car parking.	11-March
Resident - John	11/3/21 Meg sent email to John - let him know that currently in discussions to move the Tri from afternoon to morning, in which case the wedding party wouldn't be affected by closures as open roads by latest 12.30pm. Meg said would keep him updated, and	11-March
Resident - John	8/4/21 Meg sent email to John - Nic who had previously spoken with John said that they required access along Bangalow Rd to park at Red Devils. From there the guests would walk to the venue on Bangalow Rd. Meg sent maps to John to pass onto guests- outlin	08-April
Resident - Jon Taylor	6/5/21 Jon sent text to Mike - needs to get to work at Byron@Byron at 7am. On 6/5/21 Meg called - no answer so left vm	07-May
Resident - Jon Taylor		07-May
Resident - Joseph Griffin	4/5/21 Joseph sent fb message - lives at Baywood Chase and wondered if would have access out on Sunday. Me replied and outlined access via Beech Drive to Shell roundabout - then head south along Broken Head Rd to Midgen Flat to Highway. Joseph responded \	04-May
Resident - Karen	7/5/21 Meg returned Karen's call - \" incoming call restrictions\" auto message. Sent text	07-May
Resident - Kate	6/5/21 Katie called and spoke with Lydia - required access along Bangalow/Broken Headd Road at 6.15am to Byron. Meg sent windscreen flyer.	06-May
Resident - Keats Street	6/5/21 note from Chloe - took down his number but didn't give name. 7/4/21 Meg called - he said they live on Keats St and are stuck in but need to leave at 8.30am. Have decided to park on Browning near bypass to avoid hassle and safety concerns with esco	07-May
Resident - Louise	7/5/21 Meg returned Louise's call. Louise at ingenia and need to leave at 8amish - asked if she could park on	07-May

	Bangalow near Red Devils and walk to her car. Meg said this shouldn't be issue - will have to check crossing for cyclists.	
Resident - Pan Scarborough	7/5/21 Meg returned Pan's call - no answer left vm	07-May
Resident - Ryan Moyle	7/5/21 Ryan called and spoke with Lydia - needs access to Lennox Head to get to work from Jonson at 6.30am. Lydia said can arrange flyer.	07-May
Resident - Sonia Klaric	25/4/21 Sonia sent fb message to NXsports FB page - \"How are you going to compensate businesses that now cant trade in Byron Bay on one of their busiest days of the year, let alone stop families from being together for a select few sports people that could	27-April
Resident - Sonia Klaric	27/4/21 Meg responded - saying happy to discuss and please give us a call	27-April
Resident - Suffolk Park	8/5/21 Meg took road closure enquiry - lives in Suffolk Park and needed to get to Centennial Centre at 8.30am - Meg advised to head south at Shell roundabout and take Midgen Flat to Byron from north	08-May
Resident - Tara	29/4/21 Tara called and spoke with Chloe - Chloe passed phone to Meg - enquired about how to get to work from Kalemajere Drive - Meg said that can head along Clifford St and turn left onto Broken Head Road - can take Midgen flat to highway. Tara said \"ho	29-April
Resident - Tasha Anastasia	26/4/21 Tasha sent message on FB stating that they are moving on the morning of Sunday and need access along Bangalow Rd for truck and 2 cars at 8am. Meg responded asking for some more details on the location. Tasha their street was next to the gen. Meg k	27-April
Resident - Vicki James Barnes	24/4/21 Vicki sent FB message - lives at Baywood Chase and needs to leave at 7-7.15am for flight from Gold Coast airport	27-April
Resident - Vicki James Barnes	27/4/21 Meg responded - confirmed a closure along Broken Head Rd 6am -10am. Recommended that Beech Drive and turn right onto Broken Head rd at the roundabout. Then can head along Midgen Flat rd towards Motorway	27-April
Resident -Kim	27/4/21 Kim sent enquiry through website saying she lived at Suffolk park and needed access to lawson st for work at 9am	28-April
Resident -Kim	27/4/21 Meg replied - saying happy to arrange something if she could send through some more details on her location and destination on Lawson St	28-April
Resident -Kim	28/4/21 Kim replied - located on Armstrong St and needs to park on Bay Lane.	28-April
Resident -Kim	28/4/21 Meg replied - detailed an access route via Armstrong to Broken Head - then to Midgen, to Hinterland Highway and then into Byron via Ewingsdale - attached a map with the route too. Asked for her feedback if	28-April

	unsuitable solution	
RSL LifeCare - Patrick Bugden VC Gardens	20/4/21 Meg called - no answer left vm notifying of event and closures. Sent message through website	20-April
RSL LifeCare - Patrick Bugden VC Gardens	20/4/21 Meg received call from Toni - notified her of event and closures - said would be same situation as last year - no issues	20-April
RSL LifeCare - Patrick Bugden VC Gardens	21/4/21 Toni called Meg as the email hadn't come through - Meg confirmed address and resent. Toni said she will forward it around - no issues	21-April
RSL LifeCare - Patrick Bugden VC Gardens	22/04/21 Took some flyers for staff and to have displayed. Happy with the shorter road closure times, not happy with the mothers day event day.	27-April
Ruskin House Bed and Breakfast	19/4/21 Meg called and left vm notifying of event and closures. Sent email	19-April
Salt Water Social Club		30-April
Sandhills Early Childhood Centre	15/4/21 Meg called and spoke with Jodie - notified her of event and closures on 9 May. Not open on SUNDays so no issues raised. Awaits email	15-April
Sandy Souls	21/4/21 Meg called and spoke with Rea - notified her of event and closures - no issues raised and awaits email	21-April
Santos Organics		01-May
Satara Byron Bay	20/4/21 Meg called and left vm notifying of event and closures. Sent email	20-April
Seabreeze on Main Beach - Byron Beachside	15/4/21 Meg called - notified them of event on 9 May and road closures - no issues raised on phone. Awaits email	15-April
Secret Garden Byron Bay	19/4/21 Meg called and left vm - notified of event and closures. Sent email	19-April
Soul Kitchen Cafe	30/4/21 Meg called and spoke with Michael - enquired about any assistance can give for Sunday 9 May - said was wondering how staff can get to work - Meg told him the access route via Kingsley and then Massinger. He then asked about those from Suffolk Park	30-April
Soul Kitchen Cafe	30/4/21 Meg sent flyers	30-April
Soul Kitchen Cafe	11/5/21 Meg called and spoke with Michael - said he personally didnt work on Sunday however heard it went all good. Has no preference over which day it would be on - did suggest Ballina as an alternative however he said they can survive half a day once a	11-May
Soul'd		19-April
Spar Suffolk Park	20/4/21 Meg called and spoke with Anna - notified of event and closures - offered to send email however Anna wasn't sure of the email address. Meg couldn't find it online	20-April

Sparrow Coffee	30/4/21 Meg - no number listed	30-April
Spell	19/4/21 Meg called left vm notifying of event and closures. Sent email	19-April
St Finbarr's Catholic Primary School	20/4/21 Meg called and spoke with Allison - notified her of event and closures. Not impacted - wished us luck with the event	20-April
St Pauls Spirituality Centre	13/4/21 Meg called 02 number - no answer and left vm. Found Rev Rosie's number online - called and notified her of event and closures - no issues raised and awaits email	13-April
St Pauls Spirituality Centre	14/4/21 Meg received call - didn't get a name. Said they had received my message and were enquiring about the closures on 9 May - Meg told them not located on closed road - however the woman raised concerns as have visitors attending from Suffolk Park -	14-April
St Pauls Spirituality Centre	No one was available. Flyers left in the mailbox. 22/04/21	27-April
Street Sushi Byron Bay		30-April
Suave Kimonos	20/4/21 Meg - no contact number. sent email	20-April
Success Thai food	15/4/21 Meg called - notified of event and closures - no issues as closed Sundays - was aware of tri as husband is keen to take part next yr	15-April
Suffolk Bakery	20/4/21 Meg called - notified of event and road closures - they wrote down the details. Awaits email	20-April
Suffolk Bakery	22/04/21 Joe in person gave flyers to staff and briefly explained the flyer information.	27-April
Suffolk Beachfront Holiday Park	20/4/21 Meg called - notified of event and closures - no issues raised and awaits email	20-April
Suffolk Park Community Hall	20/4/21 Meg called - left vm notifying of event and closures - sent email	20-April
Suffolk Park Progress Association	10/3/21 Meg - number listed online 02 6685 3565 and call couldnt be connected. No number listed on website except for the football club (Paul Scharka, 0411546544) which was incorrect and for community garden (Simon 0434704321) left vm, and for Dunecare Gr	10-March
Suffolk Park Progress Association	10/3/21 Meg tried to call donald from NXSYS 0266854314 but call couldnt be connected	10-March
Suffolk Park Progress Association	7/4/21 Meg reached out to Alice from Byron Shire Council over email to see if she happened to have a contact number for Suffolk Park Progress association as had been trying to get in contact with them. Alice responded and said only details she had were fo	07-April
Suffolk Park Progress Association	27/4/21 Meg called 0429 466 260 and left vm notifying of event and closure. Sent text message too	27-April

Suncoast Fresh	6/5/21 Sam called and spoke with Meg - is fruit and veg delivery company which has to deliver to Suffolk Park, Bangalow Rd and Byron CBD between 6am - 10am. Has approx 60 drops to businesses. Meg explained that can be possible however usual timings may be	06-May
Suncoast Fresh	6/5/21 Meg called Sam - left vm letting him know have sent email	06-May
Sunday Sustainable Bakery	4/5/21 Meg called - no answer left vm	04-May
Sundive Byron Bay		15-April
Sundive Byron Bay	15/4/21 Meg called - notified of event and closures - said were aware and not happy with the road impacts, particularly during these times - will have to close business. Meg enquired about access needs and said need access to beach via Lawson St for their	15-April
Sundive Byron Bay	15/4/21 Meg called David to discuss 2 options had come up with - first was to move the boats prior to the event start at 6am and would offer help of one of our volunteers. David said the issue is they need back and forth access to shop and beach. Meg pres	15-April
Sundive Byron Bay	15/4/21 Meg sent email and map detailing the route	15-April
Sundive Byron Bay	15/4/21 David responded - Many thanks for taking the time to do this. I don't think it is going to work and will be a great stress to our operation. Access and parking for our customers will be nonexistent due to the roadblocks, spectators and athletes a	15-April
Sundive Byron Bay	15/4/21 Meg called David to discuss email - he said he really appreciated the effort however wasn't workable as didn't want to rely on police access who may say no and disappoint customers. Plus expressed issue of customer parking locations. Meg offered	15-April
Sundive Byron Bay	11/5/21 Meg called and spoke with David - said he lost an entire day's business and staff lost a day's salary - devastating. Meg enquired what happened and why decided to close the business for the day - David said it was too much of a hassle to arrange	11-May
Superb Stays Byron	19/4/21 Meg called and spoke with Juliette - notified her of event and closures - requested email with more information. No issues raised	19-April
Surf Side Church Byron Bay	13/4/21 Meg called - when they heard was calling from Byron Tri said "Im busy" and immediately hung up. Couldn't find email address online	13-April
Tallow Beach Houses	21/4/21 Meg called - notified of event and road closures - no issues raised and awaits email	21-April
Tallow Beach Motel	21/4/21 Meg called - no answer and couldn't leave vm - no email listed so sent message through website	21-April
Targa	19/4/21 Meg called - number not connected - no alt. listed. Sent email	19-April

The Atlantic Byron Bay	19/4/21 Meg called and spoke with Ella - notified her of event and closures - no issues raised. Guest parking is limited located onsite and underground.	19-April
The Atlantic Byron Bay	7/5/21 Alice called Meg - to say thank you for sending through more information as per the note left by Lydia. Alice wanted to confirm that if she asked guests/staff to park on other side of Marvell i.e. section not closed if that would be okay. Meg confi	07-May
The Atlantic Byron Bay	11/5/21 Meg called - left vm	11-May
The Atlantic Byron Bay	11/5/21 Alice returned Megs call - said they were very prepared and thanked Meg for her help with that. Guests could manage to get in and out. No day preferences however think this years timings were so much better.	11-May
The Avocado Hut	4/5/21 Meg called - no answer left vm	04-May
The Balcony Bar & Oyster Co.	4/5/21 Meg called - left vm	04-May
The Blush and Bloo		01-May
The Bower Byron Bay		19-April
The Bower Byron Bay	19/4/21 Meg called and spoke with manager Cath - said she was glad we called as had forgotten about the event. Meg told her that closure on Bangalow Rd between 6-10am and wanted to understand their requirements - Cath said checkout is at 10am, however wil	19-April
The Bower Byron Bay	7/5/21 Meg called - wanted to touch base about any guests needing access - Cath said that sent through the info to guests and havent had any requests yet. ENquired about her own access to work - can come from Bangalow near Red devils and drive to property	07-May
The Bread Social Bakery		30-April
The Cardamom Pod	4/5/21 Meg called - spoke with manager - lives in Suffolk Park - said will leave and get to work before the closures at 6am	04-May
The Dancing Pixie		01-May
The Divine Goddess		01-May
The endless summer		30-April
the fountain centre		30-April
The General Store	19/4/21 Meg called - number not connected and no alt. number listed. Sent email	19-April
The Health Lodge - Integrated Medical Centre	19/4/21 Meg called - notified of event on Sunday 9 May - confirmed not open on Sundays so won't be affected.	19-April

The Hideout Byron Bay	4/5/21 Meg called and spoke with Tom - said they didn't need any assistance with the closures. Meg offered to send email but said don't have email address	04-May
The Oasis Apartments and Treetop Houses	19/4/21 Meg called - notified of event and closures - said are aware as have been receiving the emails - have passed them onto manager - no issues	19-April
The Pass Cafe	27/4/21 Nic received call from Steph from Byron Shire Council - passed onto Meg. Steph said they had received a call from a cafe located at the pass who was enquiring about road closures and had been struggling to contact the office. Meg called the Pass C	27-April
The Pass Cafe	On 28/4/21 Meg received text from Kylie - asked if could send through some details on how customers and staff can get to the cafe before the roads reopen - would like to tell customers and send to online bookings so no confusion. On 29/4/21 Meg sent thru	30-April
The Pass Cafe	30/4/21 Meg called to follow up - spoke with Dean as Kylie on another line - enquired is anything else can help with - Dean said Kylie had been passing on maps to customers and online bookings. Will let her know I'd called and if she needs anything else	30-April
The Pass Cafe		07-May
The Pass Cafe		07-May
The Pass Cafe	11/5/21 Meg called and spoke with Allyssa - requested call back tomorrow	11-May
The Pressed Pantry	4/5/21 Meg called and left vm	04-May
The Rails		11-May
The Roadhouse Byron Bay	20/4/21 Meg - no contact number listed - sent email	20-April
The Source Bulk Food		01-May
The Station Grocer Suffolk Park	21/4/21 Meg called and spoke with manager - was well aware of the event and has made an appeal to council as its on Mothers Day - not happy at all about it.	21-April
The Station Grocer Suffolk Park	22/04/21 Spoke with supervisor/and or worker. expressed that they were not happy with the date change or the event and they are organising a petition against it.	27-April
The Station Grocer Suffolk Park		27-April
The Station Grocer Suffolk Park	27/4/21 Amy spoke with Sharon Gollan regarding the road closures. Meg called Sharon - Sharon said she was a florist at Shell Petrol Station. Didn't understand why we can't move the cycle leg to the bypass and they do laps so not impacted businesses and	27-April
The Station Grocer Suffolk Park		27-April

The Station Grocer Suffolk Park		27-April
The Suffolk Park Hotel Motel	21/4/21 Meg called - notified of event and closures - no issues raised. Awaits email	21-April
The Sunseeker	19/4/21 Meg called and left vm - notified of event and closures. Sent email	19-April
The Sunseeker	6/5/21 Bec called Meg - enquired about escort access for guests who need to be at Ballina airport by 9.30am. Was misunderstanding as Bec thought it was a service to pick people up but Meg explained was police escort guiding a vehicle. Bec said will find o	06-May
The Sunseeker	11/5/21 Meg called - said the day went really smoothly for them with no major interference. Has no preference on day but prefers morning	11-May
The Terraces	15/4/21 Meg called - left vm notifying of event and closures 9 May. sent email	15-April
The Terraces	15/4/21 Giles returned Megs call - raised no issues about event and closures. Awaits email	15-April
The Top Shop	30/4/21 Meg called and spoke with Charlie - enquired if can offer any assistance in navigating the road closures. Charlie said that would be useful and enquired how staff would get in - Meg said can head eastwards via Kingsley St as will be one way operat	30-April
The Top Shop	6/5/21 Meg called - didn't get a name. Said spoke with Charlie a few days ago and sent through an access flyer. Have since updated the road closures to facilitate more access, so wanted to send through new flyer to charlie's email. They said that would	06-May
The Top Shop	11/5/21 Meg called - said best to speak with manager and call back in 30mins	11-May
The Top Shop	11/5/21 Meg called and spoke with Sean - not badly affected and had a good day. No further feedback to add. Preference would be Saturday afternoon	11-May
The View Holiday Home	19/4/21 Meg called and left vm notifying of event and closures	19-April
Thrills Co	15/4/21 Meg called and spoke with Hannah - notified her of event and closures - said she'd received the email and raised no issues. Meg notified her of Lawson St local access only	15-April
Toast the Sun	30/4/21 Meg called and left vm enquiring about if need any assistance with access during triathlon event on SUDnay 9 May	30-April
Toast the Sun	30/4/21 response via text - don't take bookings on the 9th May so won't be affected. Appreciated the call and wished best of luck for the event	30-April
Trattoria Byron Bay	15/4/21 Meg called - notified him of event and closures on	15-April

	9 May. Confirmed that open at 5.30pm and closures are finished by 12pm so not impacted too much - no issues raised	
Tree of Life Byron Bay		30-April
Treetops Everglades	19/4/21 Meg - no contact number nor email listed	19-April
Tuckeroo Beach House	20/4/21 Meg called and left vm notifying of event and closures	20-April
Twisted Sista Cafe	30/4/21 Meg called and left vm	30-April
Twisted Sista Cafe	11/5/21 Meg called - Sunday went okay - doesn't want it on Mothers Day again - Meg confirmed that it wont be. Preference for day would be Sunday - no preference over time of day	11-May
unknown	Lydia - needed to get out of the bay side of Suffolk Park up to Byron at 8am, I let him know that the rounabout connecting Beech Drive and Brokenhead Rd would allow him to go down and come back up to Byron which caused him to get quite angry and refused t	30-April
Vagabond Byron Bay	4/5/21 Meg - no contact number listed. Closed on Sundays	04-May
Waves Byron Bay	15/4/21 Meg called - notified of event and closures on 9 May - awaits email with more information	15-April
Waves Byron Bay		15-April
Waves Byron Bay	22/04/21 Took some flyers for staff and to have displayed.	27-April
Waves Byron Bay	On 4/5/21 Kristin sent Mike an email with rooming list for two properties affected by the course - Waves and Main Beach Apartments. Outlined staff movements and number of guests checking in/out. On 5/5/21 Meg called to follow this up - no answer left vm	05-May
Waves Byron Bay	6/5/21 Kristin called Meg saying she was returning my call. Meg said had received email forwarded by Mike and wanted to understand their requirements. Have 1 member of staff requiring access at 6.30am - Meg said access at that time will be fine. Have 3 mo	06-May
Waves Byron Bay	6/5/21 Meg called back after speaking with Mike - Meg said Mike will be onsite soon and will have a look at the route to determine access. Meg will follow up	06-May
Waves Byron Bay	7/5/21 Meg called and spoke with Jacinda to confirm the access that was discussed with Kristin - requested an email with the information. Meg said will also send through car passes.	07-May
Well Swung Daddies		19-April
Wheels n Boards	20/4/21 Meg called and spoke with Philippe - notified him of event and closures - no issues raised. awaits email	20-April
Wide Open Road Coffee Roasters	4/5/21 Meg - no contact number listed online	04-May

Yaman On the Beach Byron Bay	4/5/21 Meg called - call couldn't be connected and no alt. listed	04-May
Yoga eith Meagan		30-April
ZenThai Shiatsu Byron Bay	19/4/21 Meg called - no answer - requested text. Sent text notifying of event and closures. Sent email	19-April

9. Sources

Source of Data

- Participant point of sale – entry ticket system
- Participant post event survey data. The survey was completed by 422 people, equating to 25.7% of the total participants.
- Google Analytics

Survey Qualification

- The questions, style, and design of the survey and compilation of this report are based upon the independent destination tourism research templates produced by Jo Mackellar.