**Guidance for scoring team behaviour**

(Pre-, during and post-match)

Note that you may have an excellent experience before and after the match, but a poor one on the pitch! Score appropriately taking the entire experience (and your possible influence on it) into account.

A lack of pre- and post-match hospitality (whether there is food and drink on offer is immaterial – they are fined if there is none, so this is about how they are – or aren’t – hospitable to you as a person), but a great match played well and fairly, can only really be as high as ‘good’.

Also note that if any one of the following is missing for the home team, the score cannot be excellent: pre-match email, arrival acknowledgement, good match behaviour, instructions and hospitality post-match.

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| **Score** | **Indicators** |
| Excellent | Timely and comprehensive information received in the week prior to the match (usually the confirmation email).  Welcomed to pitch / clubhouse by either designated contact or team official.  Game played competitively but fairly, with umpiring decisions respected.  Umpires made fully aware of where to change and how to get drinks / food (without having to ask) post-match.  Post-match discussions initiated by team official / Captain and carried out respectfully. |
| Good | Match information received in good time the week prior.  Arrival at pitch / clubhouse acknowledged.  Game played competitively but one or two incidents where discipline of either players or bench was less than it could have been.  Umpires given drinks and food which may need to be asked about before official remembers!  Post-match discussions entered into with good grace, no matter who prompted them. |
| Satisfactory | Match information prior to the day may be slightly late or superficial.  May be no acknowledgement of arrival.  Game played with reasonable discipline applied from captain and bench, but definite improvements to be made.  Drink and food indicated post-match.  Little further communication from team officials / captains, or post-match discussion consists of umpires being talked at / lectured about their performance, rather than having a two-way discussion of opinion. |
| Poor | Match information prior to the day very late and superficial.  No acknowledgement of arrival until Captain’s toss-up.  Game played just about within the spirit of fair play, but persistent questioning of umpiring decisions or exclamations at decisions being made (may be from only a handful of players, but not reined in by Captain – or coming from the Captain him / herself!). Players or team officials ignoring requests to have a discussion over teas, instead demanding a debate immediately after the final whistle.  Food and refreshments indicated.  Little hospitable behaviour. |
| Unsatisfactory | No pre-match information received in the week prior.  Umpires not welcomed or considered pre- or post-match.  Game played poorly with little bench or player discipline. Consistent barracking and questioning of umpiring decisions from all quarters. Players or team officials overly keen to tell the umpires how ‘awful’ they were immediately after the final whistle. May continue into teas.  Left to own devices to find changing facilities and / or refreshments and food.  Team officials / Captains unwilling to participate in or not even ask about post-match discussions. |

Score home team on all aspects, away team only on items in blue