



COUNCIL OF STELLAR MANAGEMENT

CSM X – Summit One

2015 / 09 / 16

Session : Quality Assurance

CSM ATTENDEES:

- Sion Kunitomo
- Sugar Kyle
- Sort Dragon
- Endie
- Corbexx
- Steve Ronuken
- Mike Azariah
- Jayne Fillion
- Cagali Cagali
- Gorski Car

REMOTE ATTENDEES:

- Manfred Sideous
- Thoric Frothhammer

CCP ATTENDEES:

- CCP Leeloo
- CCP Falcon
- CCP Goliath
- CCP Habakuk
- CCP Claymore

Goliath - Introductions all around!

Goliath - I'd just like to set the tone with a few questions first, then we can talk more.

Goliath - How do you feel about EVE, do you feel that it's a top quality, polished game.

Sugar - There's a lot of systems that you really need to hunt for information on, some are great, but some are very complex and need a lot of investigation.

Jayne - It's a high quality product for the causal player, but some of the more intricate systems are very complex and aren't documented.

Corbexx - Most of it is well explained, but the more complex systems like reactions, for instance, are terrible.

Sort - I'd agree, another example is the POS system.

Steve - From an actual software position rather than game mechanics, it's pretty damn good, apart from the launcher.

Sugar - Documentation is just not there. Google is your guide for EVE in a lot of the cases you're looking for information. This can be confusing for someone who does not know that in fact they should trust their google searches even if that information is several years old.

Goliath - We actually have an outsourced QA team in Glasgow, who wrote the book on crimewatch and a few of our other systems.

Goliath - So a rough question, how many individual bug reports do you think we get with every release?

Sort - 25,000

Mike - 50,000

Jayne - 4,000

Endie - 1,700

Steve - 120

Goliath - We're around 1,500 to 2,000 bugs reports per release, at around 85% efficiency for resolutions.

Mike - What about the ones that are left?

Goliath - Usually these are bugs that need further investigation.

Sort - Did you have an upsurge in bug reports during the providence war?

Goliath - I'm sure I can find out, but I don't remember offhand.

Mike - Do you pay attention to big player events and activities to see if they cause a surge in bug reports?

Habakuk - We do pay attention, but big surges don't really correlate with big player events.

Endie - I suppose it would be great if people gave rally solid reproduction steps for bugs?

Goliath - It would, yes. That would be so awesome.

Endie - Do you think that's due to people not knowing how to bug report or not wanting to?

Goliath - A combination of both. Some people really don't want to file bug reports and do admin for us, that's just the way it is, and that's cool. They just want entertainment.

Goliath shows off the Daybreak public bug reporting space on Jira.

Endie - So wait, I can see all the exploits in their game? Wow...

Goliath - Endie, stop! That's question three!

Goliath explains the public bug reporting system a little.

Goliath - What do you think about this for EVE?

Corbexx - Well, what's to stop people from trolling you with a lot of problematic bug reports?

Goliath - Nothing, but there's nothing to stop that now, and it's trackable.

Falcon - You could put the login behind SSO I guess, so we could track it.

Goliath - That would be preferable.

Sion - What do you guys think would gain from a public facing defect system like this?

Goliath - Transparency, and letting the community look at defects and help us prioritize them to fix the most critical ones to people's gameplay faster.

Sort - Have you talked to these guys about how their public facing defects are working?

Goliath - Yes, I've reached out to Daybreak about this!

Jayne - My main question is how do you deal with exploits now, and how would this change it?

Habakuk explains the exploit tracking process a little.

Sort - What kind of turnaround do you guys have on exploits?

Habakuk - Hours, usually. We try to be as fast as possible with it.

Sort - This is kinda a weird question, do you get excited and amused by some of the bugs that come in?

Goliath - After 12, maybe 13 years in QA these are few and far between, but they happen sometimes.

Falcon - Backwards Tengus were pretty cool.

Goliath - One thing that this public system would really help is communication, as right now there's no public notifications for when we update a defect. This would allow it and everyone would be able to see it.

Goliath - Do you guys play any other games that you use bug reporting in, and how is it?

Jayne - EVE is the only game that I care enough about to do this kind of thing.

Endie - Have you considered maybe adding to the end of filing a petition "Do you consider this a bug? Do you know how to reproduce it? File a big report here!"

Goliath - That would have been great when we filed tickets from in game, however it's kind of different now, and is the other way around, where we say "here's the bug reporting system, but you look like you're trying to get your ship back, here's how to file a support ticket!"

Gorski - Have you considered putting this on the escape menu, so you can file bug reports from there too? More people know the escape menu than F12.

Habakuk - If you guys have any questions about mass tests and such, we'd be happy to answer them.

Sugar - Do you feel you have good participation in mass tests?

Habakuk - It's fine, but it could always be better, we try to incentivize people into taking part with skillpoints on singularity.

Jayne - It's all about advertising really, more notice would mean more people.

Habakuk - We currently advertise a lot for this, but we could do more.

Falcon - We can talk about giving more coverage in advertising.

Steve - Do you get more participation in British Summer Time because of the hour difference? Most people are getting home at that time during BST and can take part.

Goliath - That's actually a good point, we should check that out.

Jayne - What about incentives such as a time limited SKIN for this

Habakuk - One last question. Were there any major issues during the sov testing on Duality? We'd really like to improve on testing of this kind.

Manfred - There were a couple. One of the biggest flaws that skewed the results was the fact that everything was seeded, so the fleet doctrines were crazy and didn't reflect actual gameplay.

Habakuk - So not defects with the system, but more about how to get on the test server and ease of accessibility.

Sort - During AT testing, there was a lot of downtime that affected practice.

Goliath - Yep, this is just the nature of having a test server. Falcon and I have been talking about getting a dedicated tournament test server for practice and stuff.

Sort - If you guys want more people, it would be great to put out a blog about how to connect to sisi.

Corbexx - Wormhole testing on sisi can be a real pain, getting into wormholes is a nightmare.

Sugar - Could you create way more wormholes on sisi in Thera or some place that it would be easy for players to find and use for their testing needs?

Goliath - We really don't want to change the test environment too much away from what's on Tranquility as it affects testing.

CCP Goliath then discussed a possible concept for a single area of space on sisi that has easy access to particular things to allow for ease of testing certain features on a mass level.



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Session : EVE Metrics & Economy

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- Manfred Sideous

CCP ATTENDEES:

- CCP Leeloo
- CCP Falcon
- CCP Goliath
- CCP Quant

Quant - So the main topic I want to cover is the economy. We can make a lot of cool graphs for this.

Quant shows graphs for imports and exports per region in EVE plus a breakdown by ISK value.

Sion - Do you track in m3 so that we could see what the flow of volume would be?

Endie - That would be interesting to see what efficiency is like.

Corbexx - It would be cool to see how freighters are moving and how much cargo is moving.

Sort - Could you also do an m3 map to show how many people are willing to manufacture in their own areas, and how many people just import?

Quant - Trying to track a path will be very difficult.

Jayne - Do these graphs show just gate jumps or cynos too?

Quant - This is everything, every movement of stuff.

Sion - There's a really interesting talk among our finance guys that m3 actually means more as an economic indicator due to the time and effort involved.

Quant - That's a very good point. The graphs use the same code so we could do that.

Quant - I want to make this available every month. A report for how the economy is doing.

Mike - Available to who?

Quant - Everyone.

Mike - Oh wow, cool...

Corbexx - Once you have it for every month, could you combine it over time to show longer periods?

Steve - Could we also get the raw data for analysis.

Sort - It will be cool to see the changes over time.

Quant shows a graph on ISK sinks and faucets for June 2015.

Sion - How do you account for Loyalty Points?

Quant - It doesn't generate ISK. It's classed as an ISK sink.

Sion - I more mean how do you track it?

Quant - We track when they're generated and spent.

Sort - It would be interesting to see the information on PLEX, how many are bought and sold.

Corbexx - And how many times they change hands before they're sold.

Endie - What about ISK sinks in players who leave the game, is there a SINK for that?

Quant - Sure, but if they come back it goes back into the economy.

Cagali - When you put people into the negative for RMT, does it show as a sink?

Quant - Yep!

Quant - I'll revisit this graph, and add in character sinks too.

Quant shows velocity of money graph.

Quant - Questions?

Corbexx - How long does it take to make a graph like this?

Quant - It can vary quite a lot depending on the graph we're making.

Quant does crazy graphs in real time.

THE MEETING MINUTES FOR THIS SESSION ARE RELATIVELY BASIC AS THE BASICS OF A NEW MONTHLY REPORT WERE DISCUSSED WITHOUT FINALIZED DETAILS.

MORE INFORMATION ON THIS WILL BE REVEALED AT EVE VEGAS, AS ANNOUNCED ON THE 07 SHOW, AND THE FIRST REPORT WILL SOON FOLLOW.



CSM X – Summit One

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Session : Launcher & Download on Demand

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CCP ATTENDEES:

- CCP Leeloo
- CCP Falcon
- CCP Chimichanga
- CCP Foxfour
- CCP MrHappy
- CCP Avalon

- CCP raRaRa
- CCP Maxwell
- CCP Snorlax
- CCP Nestor

Chimichanga - Introductions all around!

Snorlax - Any questions about download on demand and the launcher?

Steve - For some people the launcher breaks, for some it's fine. I've never had problems with it myself. The only issue with download on demand I've had is the size of the res cache and the time it takes.

Steve - There's also a permissions problem with windows 10 and the launcher.

Snorlax - We've not been able to reproduce the windows 10 issue unless we go in a remove specific folders.

Steve - This seems to be related to people using microsoft accounts on windows mainly.

Falcon - Yep, I had to resolve this issue too.

Jayne - Download on demand gets very complicated when using shared cache for TQ, Singularity, Duality, etc. It was most apparent during the duality wargames.

Snorlax - Well, the shared cache is supposed to be shared.

CCP Snorlax demonstrates the "EVE Bootstrapper"

Snorlax - The hope with this is that you'll never need more than one install from EVE. You can log all your accounts in from here and store global client settings.

Sion - What about two factor authentication?

Foxfour - Right now we don't want to force it on people because some people bypass the launcher to log in. Once we're happy with this, we'll start using it and enable it. We can then look at removing the old in-client login method once we have the bootstrapper in a good enough state.

Mike - What's the timeline on releasing the bootstrapper?

Snorlax - We're hoping to have this as a pre-release very soon.

Sugar - Will this download patches in the background so we can just connect whenever?

Snorlax - Yes. The intention is that you can run this in the background on your PC at all times, and it will keep your machine updated automatically.

Sugar - Is there a way to turn this off?

Snorlax - Just close the launcher. This is designed to keep every install up to date.

Sort - What's the load like on it?

Snorlax shows the Bootstrapper in Windows task manager using 124mb of RAM.

Sort - What's the max amount of clients you've seen launching on this?

Foxfour - I've launched seven from it.

Snorlax - The only real limitation for the number of clients will be making sure the ui supports it.

Snorlax - This also has shared cache management in it, so you can clean up and maintain your cache.

Sugar - All the other stuff the launcher does, news, ads, etc. Will those be in?

Snorlax - Yep, we're waiting on getting it all updated with news and stuff.

Falcon - I'm hoping we can get an MOTD and a few news feeds and stuff for community utility.

Thoric - Will this work on mac.

Snorlax - It did in earlier builds, but doesn't now. It will when it goes public though! This also runs alongside the existing launcher, so you can test it for now.

Steve - What happens if you pin it to the taskbar. Will it break like the current launcher?

Snorlax - I have no idea, I'll check!

Sort - Can we have it minimize to the system tray so we can leave it running?

Snorlax - We can arrange that.



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Session : Structures

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- CCP Leeloo
- CCP Falcon
- CCP Nullarbor
- CCP Mimic
- CCP Claymore
- CCP Delegate Zero
- CCP Scarpia

- CCP Terminus

Nullarbor - The big topic is structures. What do you like and what are your concerns?

Corbexx - I'm pretty happy with the structures, I'm wondering what the weapons will be like, what other structures will be available?

Steve - I'm kind of wondering about fitting... weapons in the highs, ECM in the mids, but what in the lows?

Nullarbor - We're thinking about adaptive armor, such as being able to adapt your resistance profiles to suit damage you're receiving.

Corbexx - Remote reps for your support fleet?

Nullarbor - We're considering this yeah, but we need to look at it because structures will have big capacitor reservoirs.

Nullarbor - We're also thinking about targeted links where you can boost people. We kind of want people to fit them to complement their fleet rather than having their own platform for defense.

Sugar - How many people will be piloting these structures?

Nullarbor - Just one, we want to kind of operate like a big ship.

Sort - How are you looking at designing the UI not to overload people with information?

Nullarbor - At this point it's the same as a ship without the velocity readout.

Sugar - I'm worried about smaller corps just being overwhelmed by larger outfits where they don't have the odds to fight at all. Will structures help with this?

Sort - The main thing I'm worried about is critical mass for players, 100 vs 200 is okay, you can kill 200 with 100, but what about 50vs10 for instance?

Nullarbor - We're looking for the structure to be supplemented by fire support, and we want people to be able to fight asymmetrically. We want citadels to be the safest structure, as that's where you'll be storing your stuff.

Sugar - Will you be able to switch fittings during battle to adapt?

Nullarbor - You will not be switching the structure fittings during combat. We're talking about being able to use scripted modules, but at this time we're unsure about how much fitting we'll allow during fights. We'd like feedback on that.

Gorski - Will there be overheat?

Nullarbor - Yep!

Steve - Will other structures be as safe as citadels, or will be the most secure?

Nullarbor - Well, they'll be the safest, but reinforcement and vulnerability timers will vary for different structures. Citadels will also most likely have the best weapons, with the most bonuses.

Sion - What about liveability? Why should I have a citadel to live out of? You need to compete with highsec. There's a couple of options, make citadels very potent in terms of bonuses to make them more viable, or link citadels together with NPC shipping or some other bonus for logistics.

Nullarbor - We've thought about a market module and perhaps limited shipping between citadels in order to allow people to bring low volume shipping between the structures.

Sugar - The market aspect of this. When someone comes to buy things, are they docking or just being within range while their things are 'thrown' into their cargo?

Nullarbor - We've been thinking about this, and whether if you fit a market module, does that automatically mean you can dock and use the market, or does it mean you can only see the market if you have docking rights?

Sort - I think a standings based market would be very cool, for instance for staging systems.

Endie - Manipulating the market when you invade is a good thing to be able to do, for instance being to buy up all the ships in the area to stop fights, or deny resources.

Nullarbor - We're looking to design things so that you can set different groups who have different access. To the point where you have services that you can charge different costs for different standings, different alliances, different groups for people. The idea is for players to build services for other players.

Mike - Will this be granular enough to allow us to exclude individuals from using services.

Nullarbor - Yes.

Sort - What about roles for putting up structures? Can we control who puts these up?

Nullarbor - Anchoring will take a lot longer, so you'll be able to police this, and these will always be "launched for corp".

Cagali - It would be nice to be able to assign roles based on solar systems. Is this possible?

Nullarbor - Roles don't work like that. We were considering a system wide anchoring blocker, but that's not something that went ahead.

Sugar - For me, making it easier for people to set up structures for their members that will have personal structures would be good. I want it to be less bothersome to give people access. Is that possible?

Nullarbor - We want to make it easier to set them up and manage them. Being able to define a set of "settings" for instance, for all your manufacturing structures, would mean you could

set up a new structure then just tell it to use a specific set of settings. We also want to write API stuff so you can configure the structures from out of game, set vulnerability timers, etc.

Sugar - Some people will want their own structures, so there needs to be granularity and people need to be able to put their own structures up easily.

Sort - There needs to be restrictions on this in sov space. Holders need to be able to control their own space.

Sort - Which services will go offline when attacked?

Nullarbor - It depends, some services will stop, some services will go offline, depends on the service.

Nullarbor - With regards to repair services, if they're set up free, we've considered letting the structure just repair you whenever you moor or dock, rather than using a UI to select it. So it would be automatic. Probably with a delay though, so that it's not just insta repair.

Sugar - Can we have pretty graphics for this, so that it looks nice and clearly obvious?

Nullarbor - Check out the art session and ask!

Sugar - What about charging for services?

Nullarbor - We'll be looking to allow you to do that. Any service you want will be chargeable.

Nullarbor - What about costs for docking? Do you think that would be a good idea, docking fees?

The CSM agreed that it would be good to allow people to charge for docking if they want to.

Sort - What about corp offices for people. Will you be limiting numbers?

Nullarbor - You'll always have a corp office for the owner of the structure, and a base number, but you'll be able to upgrade structures, probably with rigs in order to increase slots.

Jayne - How do you plan to make outposts phase out?

Nullarbor - We're still working on that. We've been thinking of stopping any new outposts being put up, all kinds of things. We're still working on it. We will put out structures first, then look at giving incentive for people to switch over, then look at removing outposts.

Endie - What about people who want to keep titans in lowsec for bridging?

Nullarbor - They can use a medium citadel, that's about the size of a POS.

Steve - What will you see when you're docked?

Nullarbor - You'll see space, just no brackets or overview, with camera controls. You'll probably be able to select stuff to see individual details, just no overview or tactical information.

Sort - What about POS?

Nullarbor - We'll give incentives for people to move over to structures too, then, look at taking them out.

There was discussion about players wanting structures just to have their own space home.



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Session : EVE Store

CSM ATTENDEES:

- Sion Kunitomo
- Sugar Kyle
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- Steve Ronuken
- Mike Azariah
- Jayne Fillion
- Cagali Cagali
- Gorski Car

REMOTE ATTENDEES:

- Manfred Sideous

CCP ATTENDEES:

- CCP Leeloo
- CCP Falcon
- CCP Spitfire
- CCP Avalon

Spitfire - Introduction to the Global Sales Manager!

Spitfire - We want to be able to sell EVE stuff, but may not want to run a store. At the same time we want to be able to empower players to make their own stuff like, for instance, Rixx Javix's posters.

Spitfire - We're negotiating with a very well-known partner to host sales of EVE merchandise, and we'll be announcing at EVE Vegas.

Sugar - Will there be mugs, and keychains??!?

Spitfire - Yes!!

Spitfire - We want to make stuff that players want to buy, not stuff that's super expensive like what we had from the previous store. We want new merchandise to be accessible, and to sell well.

Cagali - What will the submission process be for players who want to create something?

Spitfire - It'll be super simple, we don't want to complicate things.

Sort - What about the Nyx

Falcon - It's still on track, CCP t0rfifrans is still working on it!

Gorski - Will there be incentives for people to create stuff?

Spitfire - In an ideal world, yes, but right now in the short term we can't do anything at present. Long term, we'll see.

Sugar - Will we be able to wear stuff that our characters have?

Spitfire - We want to focus on the basics first, but in future we'll look to expand, maybe we'll see some of the stuff from in game.

Sugar - What's shipping going to be like from this partner?

Spitfire - Very reasonable, it's one of the key things we want to make sure is right, and priced nicely.

Sort - Will this help with getting stuff to player gatherings?

Spitfire - I hope so, it's my hope this this will be the case.

Falcon - This will be less of a problem for player gatherings. It'll be great.

Corbexx - What about EVE Down Under and other gatherings? Will their apparel be available in the future store?

Spitfire - We could do that, but sometime the exclusivity of the event is having the t-shirts there only for attendees.

Sugar - What about sponsoring events? A percentage of the proceeds going to the gathering from sales in the store?

Spitfire - Amazing idea. We could see if we could set things up, but no promises.

Falcon - Fantastic idea, it would be great to get this off the ground.

Sugar - Plush Sleipnirs?

Spitfire - There's a big internal movement for a plush Fedo.

Falcon - Oh god, just not like the one that Max Singularity has. That's too close to space genitals for comfort.

Collective cries of please god, no.

Sion - What about the danger game?

Spitfire - We could do a version of this, we can look into it.

Sugar - Is there anything you want from us.

Spitfire - Feedback! When we go public with this, I really want good feedback on the basic stuff first, then we'll look to expand!

Mike - What about if you design a t-shirt for the store and give a code for the ingame version? Would you be interested in doing that?

Spitfire - It's a good idea, not sure about the load on the art department.

Falcon - You should speak to the art team in the next session!



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- CCP Leeloo
- CCP Falcon
- CCP BasementBen
- CCP Antiquarian
- CCP MannBjorn
- CCP Darwin
- CCP Myrkur
- CCP Burger

- Many other members of the enormous Team TriLambda

GIVEN THAT THIS SESSION DISCUSSED MANY ASPECTS OF ART THAT RELATE TO UPCOMING GAME FEATURES AND STORYLINE DIRECTION, THIS SESSION IS HELD UNDER NDA.

MANY SHINY THINGS WERE SHOWN TO THE CSM. HERE IS CCP KITTEH'S REACTION TO THE SHINY STUFF:





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Session : UI

CSM ATTENDEES:

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- CCP Mimic
- CCP MannBjorn
- CCP Sharq
- CCP Seagull
- CCP Delegate Zero
- CCP Burger

- CCP Larrikin

GIVEN THAT THIS SESSION DISCUSSED MANY ASPECTS OF UI DESIGN THAT RELATE TO UPCOMING GAME FEATURES, AND SOME PROTOTYPES THAT ARE NOT YET READY FOR THE PUBLIC EYE THIS SESSION IS HELD UNDER NDA.

CCP KITTEH IS BECOMING FATIGUED AFTER LONG DAYS OF SUMMIT MEETINGS





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Session : Fanfest

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- CCP Leeloo
- CCP Falcon
- CCP Curtis
- CCP Legion

Curtis - Introductions all around!

Curtis - I'd like to reflect on the last Fanfest, then we'll talk about more stuff coming. First, last Fanfest. What was good, what was bad, what we'd like to change and do to make Fanfest a better event.

Curtis - Fanfest 2015 was my second Fanfest, so I'm learning a little more. We're always trying to make Fanfest more about the attendees rather than making the focus on CCP. We're much more looking to have Fanfest as a platform for players to meet and share thoughts, do their own thing and we're trying to have the schedule and program not completely packed, as we sometimes get complaints that the schedule is too tight and there's not enough time for socializing.

Curtis - We did some experiments with Fanfest, some went well, and some didn't go great. One particular thing was the charity dinner, that didn't go as well as we'd hoped. We wanted to have it standing so that people could mingle and eat, and we didn't communicate it well enough that it was changing, so the expectation was off.

Curtis - We were trying to put the focus back on the charity, and getting guests to interact with the devs more, and people who stuck around were happy that they could talk to devs.

Corbexx - I got the opposite feedback that people weren't happy because it was standing only, and that a few devs didn't interact with people.

Curtis - Hmmm... Well this was an experiment to try and change it a little, and we'll be switching it up again.

Sugar - If you'd called it the charity cocktail party it would have been way better, and more in line with what the event actually was.

Falcon - This is quite literally the exact words that we used in the retrospective.

Sion - The overall experience all tied together kind of left people feeling angsty and uneasy. The biggest reason that most of the people were there was the charity, and to have one on one time with the devs.

Sort - I've been to both styles of the event, and I think a mix of the two could work, perhaps three courses and then standing desserts for people to talk and mix.

Sort - Could you not have informed players a bit more with regards to the changes in the setup?

Curtis - We changed the text on ticket sales and on the website, but it wasn't enough.

Sion - It was certainly a nice experiment.

Sion - What did you guys think of the party on top of the world?

Curtis - We tried to switch that up too, less of a huge concert. Historically we've had a lot of Icelanders in the concert, then many players outside drinking beer. We got mixed reviews on this as we didn't invite random Icelanders this year. Lots of good reviews from both players

and devs because they could have a conversation. Some people want to take it down a notch even further, but not me. I'd like a mix of the two where we can have the option of going inside and partying, or sitting in a lounge and relaxing.

Sion - A lot of the people that I was here with wanted the big party thing, so it would be good to bring that back. Icelanders being there creates atmosphere.

Sugar - I'm not a party person, so the toned down version was good for me.

Sort - The atmosphere after the Party on top of the World downtown was quiet too, maybe it would be a good idea to invite the Icelanders back.

Curtis - The end of the pub crawl party went well too, apart from EVERY SINGLE GROUP ARRIVING AT THE SAME TIME and the crush to get inside was nuts. Once this calmed down the event went well.

Sion - The layout of the sessions was very good this year, with the keynote first and then sessions afterwards.

Curtis - Yes, we'll continue this for sure. Should we talk about Fanfest 2016?

Curtis - Let's start with the stream! The stream was free last year and went down well, we also changed how the ships were distributed, and this is something we'll continue doing.

Curtis - We're now using eventbrite for ticket sales, as it's way better for us to organize in our own system. We're not a ticket vending company so this makes sense. It also frees up a lot of time for us to work on other things. There were issues about selling tickets for PLEX, and we're going to start selling them as of Friday (September 18th). There'll be information on this send out by CCP Falcon tomorrow.

Sort - Thanks for doing this, it's much appreciated.

Cagali - One of the complaints I had was that people ran out of things to buy. They want you to take their money for merchandise.

Curtis - We're also looking to do more stuff outside Fanfest. More stuff with Reykjavik excursions. We've noticed that tour tickets are in a bit of decline, that's because people are coming back for repeat Fanfests and they've already been on them, so we're looking to freshen this up a little and bring new stuff. We won't be operating the new tours, but there'll be specific devs going on certain ones that will be highlighted.

Sort - There were drinks discounts in lots of bars. Could we have a more prominent lists to make this more apparent?

Falcon - We should put partner stickers in all the window to show the discounts.

Curtis - Wednesday will be a bank holiday, it'll be a late opening night, so there'll also be party time then too! We'll be looking at what we can organize.

>> END OF MINUTES FOR DAY THREE <<