

# Customer Charter

## OUR COMMITMENT TO YOU

### We will continually strive to:

- Provide a safe, clean and hygienic environment in which to pursue your activity.
- Provide a varied programme of activities.
- Provide a courteous, friendly and informative service.
- Explain fully any changes in categories of membership, fees and charges and allocation of booking times.
- Monitor and improve our service, facilities and activity programmes.

## WHAT WE ASK OF YOU

### Please:

- Make a mental note of the fire procedures and emergency exits.
- Enjoy your visit and tell you friends.
- Provide us with feedback by completing a customer comment form with any observations, suggestions or criticisms you may have after your visit.