

THE GALLEON CENTRE

CUSTOMER COMMITMENT POLICY

The Galleon Centre is continually striving to achieve excellent standards. We are committed to providing a service which will meet and exceed your expectations on each and every visit.

The standards we are pursuing are as follows.

1. **Availability of Services**

- The opening hours and the availability of services will be displayed in the main reception area and on various notice boards and leaflet dispensers around the Centre.
- Any changes in our programme or services will be conveyed to all customers through the display of appropriate notices within the Centre.
- Any unforeseen or emergency interruptions to services which have been booked in advance will result in refunds or an offer of alternative facilities where possible.
- Every effort will be made to introduce new services to meet customer demands and expectations.

2. **Staff**

- Will be trained and appropriately qualified.
- Will be easily identifiable by wearing uniforms and name badges at all times.
- Will be polite, helpful, approachable and informative at all times with a desire to attain excellent standards of customer service.
- Will be receptive to comments and complaints and able to act upon them with a view to ensuring customer satisfaction.
- Will adopt an attitude which demonstrates care, attention and friendliness at all times.

3. **The Swimming Pool Will Be**

- Maintained at a minimum temperature of 29°C in the Main Pool and 30°C Teaching Pool
- Safe and hygienic to swim in and tested regularly to ensure comfort and safety.
- Supervised by the recommended number of staff.

4. **The Ice Rink Will Be**

- Maintained at the appropriate temperature for the activity.
- Safe, clean and tested regularly to ensure customer satisfaction
- Clean and safe.
- Furnished with equipment which is in good working order and checked and maintained regularly.

5. **The Dry Sports/Activity Areas Will Be**

- Clean and safe.
- Furnished with equipment which is in good working order and checked and maintained regularly.
- Set up in accordance with the requirements of the governing body of the activity where necessary.
- Ready for use within 5 minutes of the commencement of the period booked where equipment changeovers are necessary (except where otherwise agreed in accordance with the customer).
- Illuminated, heated and ventilated to ensure safe activity conditions.

6. All Ancillary Areas, Including Changing Rooms, Showers and Toilets Will Be

- Clean, hygienic and in good working order.
- Checked by staff on a regular basis and remedial action taken when necessary.
- Maintained at a temperature which is comfortable and complimentary to other areas.

7. In General We Will

- Ensure the Centre is clean, safe and well maintained.
- Maintain a balanced programme of activities which cater for the needs of our customers.
- Maintain prices at a competitive level.
- Inspect the facility and services at regular intervals throughout the day and take any necessary remedial action.
- Undertake regular surveys of our customers to ensure that we continue to meet your expectations.
- Encourage feedback from users and hold their views and opinions in the highest regard.
- Pursue continuous improvement in all areas of the organisation.

If we have not achieved any of these standards please contact a member of staff or complete a Customer Response Form located in dispensers in various areas of the Centre. The name of your Duty Manager is displayed in the reception area and he/she will be available whenever possible to discuss any issue with you.



Visit Scotland