

# 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 including our Website and Facebook.
- 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.