



# OUR CUSTOMER PROMISE

## We will strive to:

- Serve every customer effectively and efficiently and with courtesy
- Provide customers with a welcoming, clean and safe building, car park and grounds
- Provide an extensive programme of courses, activities and events
- Ensure that the Centre provides Sport for All
- Provide a Manager at all public opening times to deal with all matters of concern to our users
- Regularly monitor our customers' satisfaction with our service
- Never forget that it is the customers who are the focus of our business

## We ask our Customers to:

- Enjoy their visit, tell their friends if they did and inform the Centre Management if they did not
- Abide by the Centre's rules and regulations which are there for the safety and benefit of everyone
- Respect our property and buildings and the property of other customers

And . . . .

**COME BACK AGAIN SOON**