

# Customer charter

We (KA Leisure) aim to meet the following standards to provide our customers with excellent customer care, good-quality services and a great experience.

## Our commitment to delivering our promise

- **We will** provide a warm welcome and help you to enjoy our activities.
- **We will** be polite and happy to help you at all times.
- **We will** be recognisable by our name badge and uniform.
- **We will** provide clean and well-maintained venues.
- **We will** listen carefully to what you say so we can understand and respond to your needs.
- **We will** serve you as quickly as possible.
- **We will** respond to your written, telephone and email comments within five working days, and keep you informed on the progress of your enquiry.
- **We will** be polite when answering the phone.
- **We will** let you know if equipment is not available or is out of order before you use it, and will try to make alternative arrangements.

## How you can help us

- Respect our staff and other customers by not being aggressive or abusive.
- Co-operate with guidance for using our venues, equipment and activities.
- When taking part in activities, take due care for your own health and safety, and that of others.
- Support new activities.
- Take part in surveys and customer focus groups.
- Let us know if you feel we could improve our service. You can tell us in person, by filling in a Leisure Focus form available at all our sites, or by visiting our website ([www.kaleisure.com](http://www.kaleisure.com)) and filling in the section under 'Talk to Us'.

## Our service to you

- **We will** provide safe venues and services to our customers.
- **We will** be trained to deliver a high standard of customer service.
- **We will** provide services that are relevant and welcoming for everyone, regardless of race, religion, sex, disability, age or sexuality.
- **We will** price services and activities to offer value for money.
- **We will** regularly check and clean public areas.
- **We will** provide effective supervision and control of customer security.
- **We will** maintain a pleasant and comfortable environment, with temperatures, lighting and ventilation appropriate for the activities taking place.
- **We will** maintain a balanced programme of activities and services which cater for all our users.
- **We will** aim to make sure our equipment is serviced and maintained to a high standard.

## If you want to write to us, our address is:

Customer Services  
KA Leisure  
Head Office  
22 Quarry Road  
Irvine  
KA12 0TH