



CUSTOMER CARE POLICY

At Hillsborough we recognize the importance of our customers, whom we welcome from all sectors of the community. We aim to provide quality products & services in a friendly, fun and safe environment.

Our people are professional, responsible and empowered to make your visit to our venue special. They are here to serve you and will listen should you be unhappy with any element of your visit.

Customer Guarantee

It is our goal to ensure that every customer achieves maximum satisfaction during each visit. However, as a minimum service level we will guarantee the following;

- To provide high quality swimming and leisure waters, which are chemically safe and tested at least three times a day.
- To ensure that our Gym equipment is maintained to a high level and clean at all times.
- To check every hour, that our changing facilities are clean, tidy and odour free, taking the necessary action where appropriate.
- To provide a diverse range of activities to suit all needs and abilities.
- Ensure that all first time visitors are provided with information about our facilities.
- Ensure that we follow the guidelines set by the regulatory bodies to ensure customer safety at all times.
- To continually review our prices, ensuring that they are competitive within our industry.
- To minimise any disruptions to normal programmed activities due to sporting and non-sporting events.
- To keep customers informed of changes to time and location of activities.
- To ensure that our people are appropriately trained, qualified and empowered to provide exceptional levels of customer service.
- To ensure that our staff are easily identifiable, helpful and courteous to customers at all times.
- To ensure equality of opportunity to all our customers.
- To provide safe, well-lit car parks at a competitive price (at times may be limited due to national and international events).

Our Aim

To ensure that customer satisfaction is achieved at all times not only meeting the customer's requirements but also trying to exceed their expectations.

This is relevant in all cases when dealing with customers either face to face, over the phone, via letter/fax or email.

This especially applies when dealing with customers complaints, when it is our policy, to first listen to the person, make notes of all the comments, never argue, or disagree (however only agree if certain they are correct). Try to deal with all of the issues and in doing so try to exceed their expectations.

In situations when the staff member cannot deal with the customer, it is our policy to refer the customer a senior manager or a director at the earliest opportunity.

In a situation where a customer is referred to a more senior manager or they require follow up by the member of staff dealing with the customer. It is our policy to ensure that the customer is contacted within four days if the complaint received over a weekend or bank holiday, within two days at all other times.