

Our Customer Promise

We will strive to:

- ★ Serve every customer with courtesy, effectiveness and efficiency.
- ★ Provide customers with a welcoming, clean and safe building, car park and grounds.
- ★ Provide an extensive programme of courses, activities and events.
- ★ Provide a Duty Manager, at all public opening times to deal with all matters of concern to users.
- ★ Regularly monitor our customer 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 the Duty Manager if they did not.
- ★ Abide by the Centre rules and regulations, which are there for the safety and benefit of everyone.
- ★ Respect our property and buildings and the property of others customers.
- ★ Come back again soon.