

# customer|charter

## Our vision is

To inspire through Excellence

## Purpose

To provide an inspirational experience for our customers through excellent service

## Customer Service Provision

To our customers, we intend to:-

- › Offer an extensive choice of activities, for a broad range of abilities, from casual user to performance athlete
- › Provide a safe environment in which to pursue your activity
- › Provide a courteous, welcoming and informative service at all of our reception points
- › Keep all facilities in a clean and tidy condition
- › Ensure staff are wearing a uniform, are identifiable to users and are trained to a high level in the specific areas of their appointment
- › Treat all customers equally irrespective of their ethnic background, religion or sex
- › Listen to views and suggestions on service, facility and equipment provision, programmes and courses. To publicise responses to customer comments and ensure answers to such correspondence are communicated within seven working days
- › Invite your views and suggestions through customer feedback forms, face to face questionnaires, electronic surveys and customer forums
- › Communicate our services widely and directly to members. Provide our members with up to date news and information through our website [www.port.ac.uk/sport](http://www.port.ac.uk/sport) and social media
- › Explain fully any changes in membership fees, facility charges, opening hours, hire charges etc and how they will affect our users
- › Pursue a policy of continuous improvement

## How you can help us

Please observe the following points:-

- › Keep your membership card with you at all times
- › Do not use anyone else's membership card as this will be considered fraudulent use and will be subject to suspension of access
- › Observe our terms and conditions of membership and usage of Sport & Recreation and the facility regulations as posted in facilities and on the website
- › Observe the fitness suite etiquette of use. Wear clean, appropriate indoor footwear in all activity areas
- › Take care of all equipment and return hire equipment after use
- › Consider other users and be aware of how your actions or inactions might jeopardise safety
- › Finish your booking on time and leave the sporting area promptly
- › Tell us if something is broken or damaged
- › Do not block any fire exits or corridors with equipment
- › Report any dangerous or suspicious behaviour to a member of staff

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