

ACTIVE NATION

Chorley: Customer Pledge



Through commitment to development and training of our staff, we aim to provide the best possible facilities and service to our customers, so that each customer experience can be an enjoyable one.

To comply with these aims we have set our minimum standards of customer service, these form our 'Customer Pledge'.

- We shall strictly adhere to our public opening times and office hours as outlined in the Customer Charter. Should any changes need to occur due to circumstances, we shall inform customers with internal signage with a minimum of 2 weeks notice.
- We will respond positively and pro-actively to all customer comments, as outlined in the Customer Charter.
- We shall wear clearly identifiable uniform, and a name badge, so that all staff are recognisable when on duty.
- We will maintain regular inspections of our facilities according to each specific area. Changing facilities shall be inspected regularly and poolside checks will be conducted every 3 hours.
- We shall endeavour to maintain a standard of cleanliness and hygiene so that our facilities remain usable and welcoming.
- We will provide courteous and responsive service at all times.
- All Health and Safety operations/procedures will be adhered to according to the NOP and EAP.
- Staffing levels will be programmed so as to ensure a high level of customer service, with strict adherence to Health and Safety standards on Poolside, in the Fitness Suite and any Coaching or Dry-Side courses. Minimum staffing levels will be:

Fitness Suite	1
Poolside	2
Dryside	2
Duty Manager	1
- All staff shall hold relevant up to date qualifications from recognised governing bodies according to the needs of their role.
- All maintenance issues will be prioritised and dealt with accordingly in a proactive manner. Out of order signs will be placed on equipment, stating a date the fault was reported and the date by which it will be corrected.
- Equal access will be a priority.