

Horizon Leisure Centres Customer Charter

Our Aim:

- To provide EXCELLENT CUSTOMER SERVICE and UNBEATABLE VALUE

To achieve this we promise to:

- Greet you warmly and value your custom
- Ensure all staff are helpful and courteous
- Provide accurate and relevant information
- Deliver a high standard of comfort, safety and cleanliness
- Welcome and respond to your comments and opinions
- Offer an extensive range of sporting and leisure activities

In return we ask you to:

- Respect the facilities, our staff and your fellow customers
- Follow the guidelines in place for your safety and enjoyment
- Provide us with the information we need to assist you
- Tell your friends if you enjoyed your visit and tell us if you did not

Visit us again soon!

Horizon

Inspiring Healthier Happier Communities