

BASILDON COUNCIL CULTURAL SERVICES

CUSTOMER CHARTER

at your leisure

We take great pride in the services we offer and will ensure that:

ENVIRONMENT

The centre will be clean and offer a comfortable, enjoyable environment for your visit. Safety is taken as priority and standards will be maintained at a high level.

FACILITY HIRE

Facilities that you have hired will be ready for use at the time requested.

OPENING TIMES

Any changes to the advertised opening times will be published 14 days before they come into effect unless the change is beyond our control.

PROGRAMMES

We will offer a range of activities accessible to all groups within the community.

INFORMATION

Appropriate and up to date information and literature will be on display and can be made available in alternative formats.

STAFFING

All staff will be trained and qualified to undertake their duties. All staff will be polite, courteous and helpful at all times. Instructors are all qualified in their fields and appropriate staff undergo child protection training.

CATERING

All catering facilities will be clean and hygienic and offer a wide range of quality products.

WASHROOM SERVICES

All toilet facilities will be regularly inspected during opening times.

SEEKING YOUR VIEWS

We value your feedback and we will listen and act when you tell us how we can improve our service and facilities. If our services do not meet your expectations, then please contact the Duty Manager in order that action can be taken on your behalf. Alternatively, you can speak to the Manager on the number given below. If you contact us in writing you will receive a full written response within 10 working days.

Eversley Leisure Centre 01268 583076
Markhams Chase Leisure Centre 01268 465840
Basildon Sports Centre 01268 533166
Pitsea Leisure Centre & Pool 01268 465420

Wickford Swimming Pool 01268 765460
Gloucester Park Swimming Pool 01268 523588
Towngate Theatre 01268 465465