

CUSTOMER CHARTER

**BAY
PAVILIONS
ARTS+
AQUATIC**

Aligned Leisure's priority is to assist you to achieve your health, fitness, leisure or sporting goals safely, having experienced our exceptional service.

Our Customer Charter describes our service commitment to you when you participate in an Aligned Leisure managed facility or program. We also want to let you know how we can help you if things do not go according to plan and the services you can expect us to provide if you need extra help.

1 We aim to provide you with the best possible service

- We will do what we say we will do
- We will open facilities on time
- We will start programs on time

We believe in the Golden Rule,

"Treat others as you would want to be treated yourself"

2 We will ensure our facilities are clean and presentable

Sometimes this will be tough, but that won't stop us trying.

3 Your safety will always be of the highest priority

When you participate with us. We need your help with this so please report anything that you don't believe is safe immediately to one of our staff.

4 We value your feedback

If you have a compliment or complaint then we want to hear about it. Our aim is to resolve any problems on the spot but we can't always promise to be able to do that. What we can promise is that we will follow up your issue and provide you a response. If you don't feel comfortable talking to us about the problem, please feel free to contact us through any of the following channels.

- Via 'Contact Us' on the website.
- Write to:
Customer Experience
Bay Pavilions Arts & Aquatic
12 Vesper Street
Batemans Bay NSW 2536
- Email baypavilions@alignedleisure.com.au

The 'Eurobodalla Arts & Leisure Manager' is ultimately responsible for the operations of the Batemans Bay Regional Aquatic, Arts and Leisure Centre. If you are not satisfied with the outcome to a concern, then please make contact with our Manager. We can't promise you will always get the response that you were hoping for. But we can promise you will get a response.

5 If we need to change our timetables

Time tables will be set for each season being summer, autumn, winter and spring. Timetable launches will be made available in centre, online and via email. For irregular and unavoidable changes, we will contact all previous participants from the past 4 weeks via phone or SMS. Further to this those members who have booked online will also be contacted.

6 Your personal belongings

Where lockers are provided, we strongly encourage you to make use of these lockers. Personal belongings are at all times your responsibility. So keep them close and in sight or keep them locked away and keep them safe.

7 Privacy

We collect information to provide you with the best possible service. We will protect your privacy.

Read our privacy policy at: baypavilions.com.au

8 Other information

Our Terms and Conditions of Entry outline our key responsibilities to you and also your responsibilities to us. This Customer Charter and the Terms and Conditions work hand in hand, so please be sure to read both documents.

If you have any questions about this charter, please email us at baypavilions@alignedleisure.com.au or you can call our Customer Experience team.

At baypavilions.com.au you can also find other useful information such as sporting codes of conduct, program etiquette guides and membership terms and conditions.

Most importantly

Enjoy the facilities that the Eurobodalla Shire Council have made available for you. Be proud of your facilities and help us to maintain them in a condition that your friends and family can also enjoy them for many years to come.