



CUSTOMER CARE CHARTER FOR GUESTS & MEMBERS

THE FOLLOWING CUSTOMER CHARTER FOR OUR MEMBERS AND GUESTS HAS BEEN ADOPTED BY CLANNLIFE FITNESS

- **To Consult regularly with Members & Guests on the service provided.**
- **To Ensure all Front-Line Staff are trained in Customer Service and are sensitive to individual customer's needs**
- **To take positive action to make Members & Guests time here as enjoyable as possible**
- **To help with Members & Guests where at all possible if in need of assistance when using Clannlife Fitness.**
- **To Provide a Safe and welcoming environment in line with Covid-19 restrictions.**
- **To Provide Comprehensive information on all available activities**
- **To ensure all future developments and refurbishments comply with good practice and relevant guidelines.**
- **Ensure the rights to equal treatment established by equality legislation are adhered to and that people are dealt with in a like manner**
- **To provide and maintain equipment to a safe standard and to act upon and resolve any issues that are brought to our attention as soon as possible.**
- **To Follow and adhere to any restrictions or regulations set out by the Government in relation to Covid-19 providing information, signage and guidance, and updated when necessary in order to keep our users safe.**

We do our utmost to make your experience here in Clannlife Fitness an enjoyable, safe and pleasant experience. If you have any issues you would like to bring to our attention please fill in our Customer Care Feedback sheet available at Reception or speak with a member of staff who will ensure your query is dealt with.

Niamh Fay

Leisure Club Manager

Evan Mahon

Assistant Leisure Club Manager