



Sports Centre Service Standards

It is our aim to provide you with quality facilities and services that you consider to be good value for money. We hope each time you visit you'll have an enjoyable time.

We promise to:

- Provide a value for money service, on time, with accurate information on venues, activities, times and prices.
- Respond to our customer suggestions and complaints in a sympathetic and open manner, providing feedback and remedial actions, within set timescales.
- Provide helpful, experienced and knowledgeable staff to ensure that your visit is enjoyable and safe.
- Maintain the highest possible standards of health and safety.
- Provide a clean and comfortable environment for all our customers.

We aim to:

- Serve you at our reception desk as soon as you arrive. There may be some occasions where sports staff are required to leave the desk unmanned for a short time to set up equipment in the facilities or when responding to an emergency. On these occasions, we will place a sign on the desk to advise you of this and a member of the team will aim to greet you within 5 minutes of your arrival.
- Answer the telephone in a polite and courteous manner within 5 rings.
- Respond to answer machine messages within 1 hour of their receipt.
- Answer email enquiries within 24 hours of their receipt.
- Answer customer comment forms and letters of complaint within 5 working days of their receipt.
- Have equipment prepared in advance of your booking where possible and within 5 minutes of your booking start time at all other times.
- Change the fitness class timetable twice per year to keep up to date with the latest fitness trends.
- Run fitness classes to the schedule listed within the timetable.

If we fail to meet your expectations, please let a member of the Sports Team or the Leisure Services Manager know or complete a customer comments card so we can improve services in the future.

Opening Hours:

Monday – Thursday	07.00 – 22.00
Friday	07.00 – 20.00
Saturday & Sunday	09.00 – 16.00

Last admission is 30 minutes before closing.

The Centre will close for 2 weeks over Christmas & New Year. Please see notice boards nearer the time for details.

Contact us:

Sports Reception

T. 0131 474 0000 ask for Sports Reception

E. sportsreception@qmu.ac.uk

W. www.qmu.ac.uk/sports

Leisure Services Manager

T. 0131 474 0000 ask for Sarah Macdonald

E. smacdonald1@qmu.ac.uk

