

Pembrokeshire Leisure Hamdden Sir Benfro



Customer Charter

All our Centres will:

- be clean, safe and well maintained;
- maintain a varied programme of activities and services;
- abide with clear technical standards;
- offer services which are priced competitively to ensure value for money and meet customer needs which have been identified through user surveys;
- the time and availability of services to be published in our customer information leaflets, and on our website
- to be told of any foreseen changes by the display of a notice within the Centre, on our website and via social media

The main swimming pool to be:

- maintained at a minimum of 27°C;
- balanced chemically and tested regularly to ensure bather comfort and safety;
- supervised by the recommended number of qualified and trained staff;
- kept in a warm, clean, safe and hygienic condition

The small/beach swimming pool to be:

- Maintained at a minimum of 29°C;
- balanced chemically and tested regularly to ensure bather comfort and safety;
- supervised by the recommended number of qualified and trained staff;
- kept in a warm, clean, safe and hygienic condition

The dry sport/activity areas to be:

- clean and safe to use;
- furnished with equipment which is in good working order, checked and maintained regularly;
- set out in accordance with the requirements of the national body of the sport where necessary;
- ready for use within five minutes of the commencement of the booked period where equipment change-over is necessary
- Centres to be illuminated, heated and ventilated to ensure comfort, good play conditions and safety; staff to be trained and appropriately qualified; easily identifiable by wearing their uniforms and name badges at all times; helpful, experienced and informative to ensure that your visit is safe and enjoyable;
- all ancillary areas, including changing rooms, showers and toilets to be:
 - clean, hygienic and in good working order;
 - checked by staff regularly and remedial action taken when necessary;
 - maintained at a temperature which is comfortable and complimentary to other areas

Welsh Language

All customers are welcomed & encouraged to use the Welsh Language at the centre

Inclusion

The centres are fully Disability Discrimination Act compliant and several pieces of the Fitness Suite's equipment are designed so that disabled users are able to participate. We have a selection of hoists and changing beds as well as disabled toilet and changing facilities on the ground floor in both the wet and dry halves of the centre

www.pembrokeshire.gov.uk/leisure