



## CUSTOMER SERVICE CHARTER

### OUR COMMITMENT TO YOU

Club Wake Park LTD. endeavour to provide the client with the finest experience possible. To achieve this, we will:

- aim to answer all enquires at the first point of contact wherever possible;
- make sure that our service meets your needs by understanding the clients requirements;
- treat our clients fairly and with respect;
- give staff the skills and training that they require to put the clients first;
- deal with enquiries and complaints in an efficient, respectful and open manner.

### IF YOU VISIT CLUB WAKE PARK

We believe in a wake park that is friendly and appealing to everyone. When a client visits Club Wake Park we will:

- be polite, friendly and helpful;
- maintain a friendly atmosphere on site where no one feels uncomfortable;
- endeavour to assist you immediately and not leave a client waiting more than 10 minutes;
- make sure that our reception area is clean, tidy and provides a relevant service;
- maintain a clean changing room environment in which clients can use comfortably;
- get help as soon as possible if the client has special communication needs, for example, if they are deaf, blind or physically disabled;
- avoid using colloquial jargon and 'wakeboarding' slang with novices to the sport without explaining their meanings.

### IF YOU CONTACT US

Contacting Club Wake Park is a simple matter and we will:

- answer all enquires promptly and with relevant information;
- if contacted by email, aim to reply within 24 hours;
- be polite and friendly on the telephone and assist with any queries;

**HOW TO HELP US GIVE GOOD SERVICE:**

We believe that the client's needs are paramount and are always ready to listen and take notes of our client's requirements. You can help us with this by:

- tell us how we can improve our service by giving us your comments and ideas;
- tell us if you have any complaints;
- filling out any questionnaires, answering any questions and ideas.

You can complain over the phone, in person, in writing or by email. We will answer you complaint in full within ten working days.

**TO SEND US YOUR COMPLAINT:**

**Write to:**

Club Wake Park,  
Grendon Lakes,  
Grendon,  
Main Road,  
Northants,  
NN7 1 JW

**Telephone:** 07545092145

**Email:** [ash@clubwakepark.co.uk](mailto:ash@clubwakepark.co.uk)