



Customer Services Charter

The Castle Hotel Leisure Club Customer Service Charter's primary purpose is to provide our customers with a verification of our commitment to servicing your requirements to the greatest of our ability.

OUR MISSION

“To provide a high quality leisure club in a professional, friendly and relaxed atmosphere”

The services we provide in our Club

Being a wholly owned local club, we are strongly committed to supplying you with:

Help and advice to assist you with your needs/goals

An excellent range of modern equipment and fully trained personnel

A wide range of classes and challenges, such as swimming lessons for both kids & adults and a wide range of gym classes

Commitment to employing locally and re-investing in the community

First class Health & Safety standards to ensure your safety in all areas of our club

Competitive prices and rates

Sourcing and supply of special offer products

Open 7 days a week & longer opening hours to suit your needs

A professional quality service

We will offer you a friendly welcome

We will handle your needs efficiently and professionally

We will listen and take account of your queries, concerns and opinions

We will offer you assistance and recommendations to enable you, get the most out of the club

We welcome your complaints and can assure you they will be given the highest priority

We train our people to provide you with the best possible service & advice

We will offer you extra assistance when required, just ask!