



## FOR MORE INFORMATION:

- ❖ **Telephone** your nearest facility  
(listed on the back page of this leaflet)
- ❖ **Leaflets** are available from all E R Leisure facilities
- ❖ Visit a facility **website**  
(listed on the back page of this leaflet)
- ❖ Send an **e-mail** to: [leisure@eastriding.gov.uk](mailto:leisure@eastriding.gov.uk)
- ❖ **Customer Service Centre**
- ❖ Send a **letter** to:  
Leisure Unit,  
Customer Services Department,  
County Hall,  
East Riding of Yorkshire,  
HUI7 9BA
- ❖ **Library Services**
- ❖ **East Riding News**
- ❖ **A-Z directory**
- ❖ **Tourist Information Centre**

## FACILITIES

Beverley Leisure Complex **01482 881127**  
[beverleyleisurecomplex.co.uk](http://beverleyleisurecomplex.co.uk)

Bridlington Leisure World **01262 606715**  
[bridlingtonleisureworld.co.uk](http://bridlingtonleisureworld.co.uk)

Bridlington Sports Centre **01262 678077**  
[bridlingtonsportscentre.co.uk](http://bridlingtonsportscentre.co.uk)

Cottingham Playsport Pavilion **01482 840290**  
[cottinghamplaysport.co.uk](http://cottinghamplaysport.co.uk)

Driffield Leisure Centre **01377 257480**  
[driffieldleisurecentre.co.uk](http://driffieldleisurecentre.co.uk)

Francis Scaife Sports Centre **01759 305052**  
[francisscaifesportscentre.co.uk](http://francisscaifesportscentre.co.uk)

Goole Leisure Centre **01405 769005**  
[gooleleisurecentre.co.uk](http://gooleleisurecentre.co.uk)

Haltemprice Leisure Centre **01482 652501**  
[haltempriceleisurecentre.co.uk](http://haltempriceleisurecentre.co.uk)

Hornsea Leisure Centre **01964 533366**  
[hornsealeisurecentre.co.uk](http://hornsealeisurecentre.co.uk)

Pavilion Leisure Centre **01964 614000**  
[withernseapavilionleisurecentre.co.uk](http://withernseapavilionleisurecentre.co.uk)

South Cave Sports Centre **01430 422132**  
[southcavesportscentre.co.uk](http://southcavesportscentre.co.uk)

South Holderness Sports Centre **01482 897609**  
[southholdernesssportscentre.co.uk](http://southholdernesssportscentre.co.uk)

Specific performance information is available at each facility.

East Riding of Yorkshire Council will, on request, provide this document in Braille or large print.

If English is not your first language and you would like a translation of this document, please telephone 01482 393939.

# Sports and Leisure Centres

## CUSTOMER CHARTER Standards of Service



CUSTOMER SERVICE EXCELLENCE





## OUR COMMITMENT TO YOU

We will make it easy for you to know what services are available to you, when and at what cost.

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We will make it easy for you to let us know what you think of our services.

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We will make sure all our staff are trained to the correct level.

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We will make sure that our sites are clean and safe to use.

## OUR STANDARDS

We will provide a value for money service on time with accurate information on venues, activities, times and prices.

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We respond to our customer's comments, suggestions and complaints in a sympathetic and open manner, providing feedback and remedial actions, within set timescales.

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We provide helpful, experienced and informative staff to ensure that your visit is enjoyable and safe.

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We maintain the highest possible standards of health and safety and provide a clean and comfortable environment for all our customers.

Further details of our specific operational charter standards e.g. pool water temperature are available on our websites or from reception