



# Leisure Centre Customer Charter

We believe all members of the community should have access to good quality, reasonably priced leisure facilities.

Our aim is to provide an excellent service in a friendly and enjoyable environment.

## We will:

- Provide facilities that are clean, safe and well maintained
- Treat you in a friendly, efficient and effective manner
- Operate all booking systems fairly
- Provide information to help you make the most of your visit
- Provide a range of participation opportunities and market them widely
- Consult with you and positively seek your feedback to help us improve services and activity programmes
- Provide staff that are trained in line with recommended standards
- Respect equal opportunities standards in all that we do

We hope you enjoy your visits to our Leisure Centres.

[www.kennet.gov.uk](http://www.kennet.gov.uk)

## Mark Smith

Director of Environment  
and Leisure Services

Welcome to the Leisure Centre. I want to ensure that your visit to our Leisure Centre is a positive experience. In the event that you are unhappy about any aspect of your visit, please feel free to contact me with your concern.

Tel: 01380 724911

Email: [mark.smith@kennet.gov.uk](mailto:mark.smith@kennet.gov.uk)



## Devizes Leisure Centre

Tel: 01380 724911 Email: [devizes.leisurecentre@kennet.gov.uk](mailto:devizes.leisurecentre@kennet.gov.uk)

## Marlborough Leisure Centre

Tel: 01672 513161 Email: [marlborough.leisurecentre@kennet.gov.uk](mailto:marlborough.leisurecentre@kennet.gov.uk)

## Tidworth Leisure Centre

Tel: 01980 847140 Email: [tidworth.leisurecentre@kennet.gov.uk](mailto:tidworth.leisurecentre@kennet.gov.uk)

