

It is our aim to provide you with quality facilities and services that you consider to be good value for money. We hope each time you visit you'll have an enjoyable time.

### We promise to:

- Provide a value for money service, on time, with accurate information on venues, activities, times and prices.
- Respond to our customer suggestions and complaints in a sympathetic and open manner, providing feedback and remedial actions, within set timescales.
- Provide helpful, experienced and knowledgeable staff to ensure that your visit is enjoyable and safe.
- Maintain the highest possible standards of health and safety.
- Provide a clean and comfortable environment for all our customers.

### We aim to:

- Serve you at our reception desk as soon as you arrive. There may be some occasions where sport & fitness staff are required to leave the desk unmanned for a short time to set up equipment in the facilities or when responding to an emergency. On these occasions, we will place a sign on the desk to advise you of this and a member of the team will aim to greet you within 5 minutes of your arrival.
- Answer the telephone in a polite and courteous manner within 5 rings.
- Respond to answer machine messages within 1 hour of their receipt.
- Answer email enquiries within 24 hours of their receipt.
- Answer customer comment forms and letters of complaint within 5 working days of their receipt.
- Have equipment prepared in advance of your booking where possible and within 5 minutes of your booking start time at all other times.
- Change the fitness class timetable twice per year to keep up to date with the latest fitness trends.
- Run fitness classes to the schedule listed within the timetable.

If we fail to meet your expectations, please let a member of the Sport & Fitness Team or the Sport & Fitness Manager know or complete a customer comments card so we can improve services in the future.

### Opening Hours:

Monday – Thursday	07.00 – 22.00
Friday	07.00 – 20.00
Saturday & Sunday	09.00 – 16.00

Last admission is 30 minutes before closing.

The Centre will close for 2 weeks over Christmas & New Year. Please see notice boards nearer the time for details.

### Contact us:

#### Sports & Fitness Reception

T. 0131 474 0000 ask for 'Sports Reception'

E. [sportsreception@qmu.ac.uk](mailto:sportsreception@qmu.ac.uk)

W. [www.qmu.ac.uk/sports](http://www.qmu.ac.uk/sports)

#### Sport & Fitness Manager

T. 0131 474 0000 ask for Sarah Macdonald

E. [smacdonald1@qmu.ac.uk](mailto:smacdonald1@qmu.ac.uk)



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