

PLAY HAIGH CUSTOMER CHARTER

Haigh Hall Golf Complex is a public pay and play facility providing golfing opportunities for all. It is managed and operated by Wigan Leisure and Culture Trust and its partners

Our aim is to provide

- A welcoming, accessible and safe environment
- Courses which are designed and maintained for players of all abilities to enjoy
- Golf development through practice facilities and coaching
- A service which listens and reacts to all of our customers

Our Golf Development Plan has four key principles

- To ensure that equal opportunities exist for all to access golfing activities
- To provide opportunities for all to play the game to the best of their abilities, recognising different skill levels and providing maximum support and encouragement to all participants
- To create and promote opportunities for youngsters to experience the game of golf and provide a structured junior programme which meets the needs of young people
- To establish a co-ordinated structure for the development and identification of talented individuals within the Borough of Wigan and to provide assistance to players wishing to pursue excellence

Our commitments to you

Customer services and staff

- Information boards will always be up to date providing course information
- We will carry our regular customer satisfaction surveys and will publish the results, including customers' comments and suggestions
- Bookings will be handled efficiently and you will always have your reservation read back to you at the time of calling
- All transactions will be confirmed by a receipt being issued
- Our staff will be courteous, helpful and respectful at all times – they will adhere to our Customer Care Policy which will always be on display
- We will aim to provide staff who have detailed knowledge of the golf complex, including prices, directions, equipment hire, coaching and opening times
- All Golf Professional staff will be PGA qualified
- All Grounds Maintenance staff will be NVQ trained

Course maintenance and presentation

- Our course standards will be monitored independently – we will publish the consultant's summary and aim for a quality score of 70%
- Recognising the different skill levels of our customers, we will aim to provide courses for maximum enjoyment and to encourage all standards of player
- Maintenance works will be planned to minimise disruption to play
- We will work to standards of grass cutting and course furniture as agreed with our partners – we will publish our performance statistics against these

Safety and access

- We will provide regular patrols to ensure safety, fair play, ticket checks and react to emergencies
- We will provide a safe environment for more vulnerable people to enjoy golf
- The entire complex will be inspected every day for safety - all hazards will be reported and removed as soon as possible
- We will comply with all national and local Health and Safety requirements
- We will be proactive in reducing the number of accidents and incidents
- We will work with our partners to improve the course and it's facilities
- All areas will be accessible by ride on buggies, weather permitting
- Disabled parking close to the start will be provided with 4 spaces
- Courses will be altered/tailored to suit any groups playing, eg societies of differing levels, players with special needs

CONTACT

We are keen to improve any part of our service and would welcome comments, compliments or complaints from our customers. Please contact us using any of the following:

Golf bookings and enquiries - 01942 831107

Fax; 01942 831417

E mail; hhgen@wlct.org

Web site www.haighhall.net

Or in writing to
Haigh Hall and Country Park Manager
Haigh Hall
Copperas Lane
Haigh
Wigan
WN2 1PE

This Customer Charter was prepared and developed by Wigan Leisure and Culture Trust following consultation and discussion with Haigh Hall Golf Club, Wigan Council, Sports Development and Active Living.

Play Haigh is managed and operated by Wigan Leisure and Culture Trust, working in partnership with Ian Lee Golf Professional, Wigan Council, Sport England, Professional Sports Turf Design, Greenspace Services, the Lancashire Golf Union and the PGA