

Customer Care Policy

We pride ourselves on our passionate approach to Customer Service.

We will:

- Ensure that all customers are treated with the utmost respect and in a caring and professional manner.
- Be proactive about what we do, we aim to offer a professional and enjoyable visit that encourages you to return time and time again.
- Continually search for innovative ideas to provide a diverse programme of events for the whole community and visitors to the town.
- Make sure we understand what our customers need and develop our services around our customers expectations.
- Encourage customers to provide feedback about our services and we will strive to continually improve the services we deliver.
- Ensure that our staff are trained and competent to deliver our services.
- Ensure our environment will be welcoming, safe and accessible, and to care for any individual needs that you may have.
- Protect and promote customer health, safety and consumer rights.
- Respond to all complaints thoroughly, professionally and as quickly as possible.
- Be a good business partner: loyal, efficient, professional and ethical in all our practices and dealings.

Our Customer Care Charter

The purpose of this Charter is to show what can be expected when you use our facilities.

Our Customer Care Charter promises that:

- You will be told the name of the member of staff taking responsibility for dealing with your enquiry or problem.
- We will provide a senior member of staff who will be available to speak to you during opening times.
- We will endeavour to answer your telephone enquiry within the shortest time possible; the member of staff will state their name or business area.
- Make our letters clear and easy to understand and use clear language and not jargon.
- Provide up-to-date leaflets and brochures giving you information that is clear and easy to understand
- All enquiries and Customer feedback will receive an appraisal by appropriate staff and a response will be given within 10 working days.
- We will aim to see all customers within the shortest time possible.
- All staff will wear name badges on their uniform for identification.
- The BH Live website (www.bhlive.co.uk), and Customer Information Boards will always be up to date

Customer Code of Conduct

We always conduct our own services honestly and honourably, and expect our customers and suppliers to do the same.

Customers are required to refrain from the following:

- Bullying or harassment or any behaviour that another person finds intimidating.
- Disrespecting other people's personal space.
- Using offensive verbal or physical threatening behaviour towards our staff or other customers.
- Being abusive on the telephone and we reserve the right to terminate any such telephone calls.
- Entering or attempting to enter the premises whilst under the influence of drink or drugs or any other substance having similar effect, or whilst suffering from an infectious disease.
- Entering the premises whilst not wearing a shirt, top or shoes.
- Smoking in any area of the premises other than the designated smoking areas.
- Damaging property or equipment.
- Displaying antisocial behaviour.
- Obstructing the fire exits or interfering with emergency equipment.
- Using photographic equipment (including cameras on mobile phones), except in special circumstances as outlined in our "Photographic Policy" or event ticketing conditions.

We will not hesitate to report incidents to the police where we believe this is necessary to safeguard other customers or employees.