

CUSTOMER CHARTER



1 Quality Experience

We promise to create memorable experiences that exceed your expectations. From our facilities to our services, we strive for excellence in every aspect of your visit.

2 Friendly and Knowledgeable Staff

Our team is dedicated to providing friendly and knowledgeable assistance. Whether you have a question, need assistance, or simply want recommendations, our staff is here to help with a smile.

3 Clean and Safe Environment

Your safety and well-being are our top priorities. We maintain a clean and safe environment in all our facilities, adhering to the highest standards of hygiene and safety protocols.

4 Accessible Facilities

LeisureWorld is committed to accessibility for all. Our facilities are designed to accommodate individuals of all abilities, ensuring everyone can enjoy our services and amenities.

5 Timely Response

Your feedback is important to us. We promise to respond to your inquiries, concerns, and feedback promptly and efficiently, striving to resolve any issues in a timely manner.

6 Environmental Responsibility

We recognise the importance of environmental sustainability. Through responsible practices and initiatives, we aim to minimise our environmental impact and contribute to a healthier planet.

7 Community Engagement

LeisureWorld is more than just a business; we are part of the community. We actively engage with local organizations and initiatives, giving back to the communities we serve.

8 Continuous Improvement

We are committed to continuous improvement. Through feedback, innovation, and learning, we strive to enhance our services and experiences to better serve you.

9 Your Voice Matters

Your satisfaction is our ultimate goal. We encourage you to share your experiences, suggestions, and concerns with us. Your feedback helps us improve and ensures we continue to meet and exceed your expectations.

At LeisureWorld, we are dedicated to providing you with exceptional experiences and service. Our Customer Charter reflects our commitment to you, our valued customer.

Thank you for choosing LeisureWorld.

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Comhairle Cathrach Chorcaí
Cork City Council