



SERVICE STANDARD WEST Lothian Council, POLKEMMET DRIVING RANGE

Description of our Service:-

To provide a quality, floodlit, 15-bay driving range for all countryside visitors.

Our Customers are: -

Visitors to West Lothian seeking formal recreation, having paid the appropriate site fee.

Our Business Address is:-

Polkemmet Country Park, The Visitor Centre, Whitburn, West Lothian EH47 0AD

Tel: 01501 743905 Fax: 01501 744780 E-mail: polkemmet@westlothian.gov.uk www.beecraigs.com

Availability of Driving Range:-

Open all year, excluding 4 public holidays at Christmas/New Year.

WINTER (January to March & October to December inclusive)

Weekdays 10:00-20:30 Weekends 10:00-17:00 (last balls out 45minutes before closing)

SUMMER (April only)

Weekdays 10:00-21:30 Weekends 09:00-17:00 (last balls out 45minutes before closing)

SUMMER (May to August)

Weekdays 10:00-21:30 Weekends 09:00-19:00 (last balls out 45minutes before closing)

SUMMER (September only)

Weekdays 10:00-21:30 Weekends 09:00-17:00 (last balls out 45minutes before closing)

We will:-

- Adhere to the standards set-out in Countryside Section's Customer Service Commitments document.
- Provide clear and accurate information to all customers using the service, ensuring opening times are displayed and that the Visitor Centre is open at its advertised times to issue tickets.
- Deal courteously and fairly with all members of the community.
- Staff the Driving Range to ensure a constant supply of golf balls and uphold the Rules of the Range and Park Management Rules.
- Ensure that all buildings, premises and equipment are maintained in sound condition and fit for intended purpose, providing appropriate practice mats and tees for each bay.
- Promote opportunities for greater participation in the sport.
- Provide customers and staff with the opportunity to comment on our service and facilities to ensure continued enjoyment of this facility.
- Regularly evaluate and review performance and make the results available.
- Adhere to the standards set within Countryside Section's complaints procedure.
- Aim to achieve an overall customer satisfaction target of 85%.