



SERVICE STANDARD WEST LOTHIAN COUNCIL'S 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 Park Centre, Whitburn, West Lothian EH47 0AD

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

Availability of Driving Range:-

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

WINTER

January, February, March & October (start first full week), November & December

Weekdays 10:00-19:45 Weekends 10:00-17:00

SUMMER

April (start first full week), May, June, July, August & September

Weekdays 10:00-21:30 Weekends 09:00-21:30

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 Park 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 80%.