



SERVICE STANDARD WEST LOTHIAN COUNCIL, POLKEMMET GOLF COURSE

Description of our Service:-

To provide a quality golf course for all countryside visitors, providing tee-off times and tickets to enable play on the 9-hole course.

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 Golf Course:-

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

NB The Greenkeeper may close the course at any time if the conditions of play are considered unsuitable.

WINTER (January to March & October to December inclusive)

08:30-16:15

SUMMER (April only)

Weekdays 09:00-19:00 Weekends 07:00-17:00

SUMMER (May to August)

Weekdays 07:00-20:00 Weekends 07:00-19:00

SUMMER (September only)

Weekdays 08:00-19:00 Weekends 07:00-17:00

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 provide tee-off times and issue tickets. The tee-off sheet will be maintained to enable orderly access to the 1st. tee.
- Deal courteously and fairly with all members of the community.
- Provide a 9-hole golf course which suits our customers' needs, upholding the Rules of the Course and Park Management Rules.
- Ensure that all buildings, premises and equipment are maintained in sound condition and fit for intended purpose.
- Promote opportunities for greater participation in the sport.
- Provide a range of golf sundries, confectionary and refreshments.
- 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%.