TENNIS WORLD

Customer Service Charter

OUR VISION

Whether it's providing an opportunity for a child to pick up a racquet for the first time, offering pathways for aspiring young players, or simply creating more opportunities for people to get on court, it's our goal to ensure every Tennis World customer enjoys 'the best that tennis has to offer.' By striving to offer the best possible playing experiences for every Tennis World customer, we will inspire more people to engage with Tennis more frequently, more consistently, and in new ways. Because we believe that playing makes life better.

OUR VALUES

Excellence
Humility
Collaboration
Imagination

TENNIS PROGRAMS AND SERVICES

- Our staff will provide individual and helpful service and program knowledge to each customer
- Current program information and timetables will be available on our website
- A variety of programs will be available in the morning, lunchtimes, evening and on weekends and run according to our advertised schedules
- All programs will be delivered at the highest standard with experienced staff in place
- We aim to engage all new enquiries into a Tennis World program within 1 week of enquiring

TENNIS COACHING

- Private lessons will be available for people of all ages and abilities
- Private lessons can be arranged within maximum 2 business days if required
- Group lessons to be available for people of all ages and abilities
- Group lessons can be booked at the start of term unless spaces permitting

COURT HIRE

- Courts will be available for hire whenever possible during operational hours
- Courts will be presented in optimum condition

FUNCTIONS AND EVENTS

- All functions and events held at Tennis World will be run to a high standard and comply with all food handling and safe serving of alcohol processes
- We will endeavour to create an event that is unique and meet the expectations of all organisers and guests

FACILITIES

- The centre will be in a clean and hygienic condition at all times
- Facilities will be well maintained
- We aim to minimise down time of any part of the centre
- Necessary repairs and or maintenance will be organised quickly
- If part of the centre is not functional, information will be available at reception as to when repairs will occur

RECEPTION

Our Service will be prompt, friendly and professional and we will actively look for ways to make your visit easier and more enjoyable.

PRO SHOP

- We will provide a great range of the latest tennis equipment and products at fair prices
- Staff will be trained to assist customers with any Pro Shop purchases
- Offering a full restringing service with racquets returned in maximum 24hrs if required

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ACCESS

- We will provide a wide variety of programs and services which promote tennis and a healthier, active life-style
- We will provide programs and services for people of all ages, abilities, and backgrounds
- Our programs and services will be safe and developmentally appropriate

SAFETY

- A staff member with First Aid will always be on duty during operational hours
- All staff undergo a national police and working with children check when employed
- Regular emergency evacuation practices will be held

PRIVACY

- Customer's privacy will be protected in accordance with the National Privacy Act Principles
- We do not give or sell your personal information to other organisations except where required by law

COMMUNICATION

We are contactable during venue operating hours. You can contact us:

- In person or in writing
- By telephone
- By email

- Specific venue contact details can be found on our website
- We will acknowledge customer emails within 2 working days
- We will respond by telephone or in writing to customer enquiries within 2 working days: Where customers have indicated that they would like a response, feedback forms will be responded to within 2 working days
- Written requests for credits and refunds will be processed within 1- 2 weeks if approved
- Current information and prices for products and services are available on our website
- The terms and conditions for our services will be written in clear language and displayed on our website.

COMPLAINTS, SUGGESTIONS AND COMPLIMENTS

Complaints, suggestions and compliments are welcome and can be made:

- In person or in writing
- By telephone
- By email

Specific venue contact details can be found on our website
This information helps us to improve our services to you.
We aim to resolve most issues when they arise, however we aim to resolve all complaints within 10 working days

HELP US TO HELP YOU (THE CUSTOMER)

We are committed to staff and customer well-being and safety. We therefore ask our customers to:

- Treat staff and other customers with courtesy and respect. We do not tolerate abusive or bullying behaviour
- Let us know if there is a problem
- Work with us to solve problems
- Comply with staff directions, centre rules and policies
- Be honest and accurate in your dealings with us
- Read the terms and conditions of the services you are purchasing
- Let us know if you do not understand any information we give you