

## **CUSTOMER CARE POLICY**

Wetherby Steeplechase Committee Ltd aims to provide the highest standard of service to its customers, who we believe to be the most important element of our business.

Our staff members are responsible for providing the best customer service possible, in a courteous, timely and helpful manner. Staff are empowered to make decisions to ensure the best experience for each customer, whilst balancing the needs of the individual with the overall needs of all of our customers.

A 'customer' is anyone who comes into contact with our Venue, including: our racing audience and participants, event clients, delegates, exhibitors and visitors, sponsors, contractors, suppliers, members of staff and board members.

### **Our customer service objectives**

- To ensure that all customers receive the highest standard of care and service
- To provide efficient, timely, accurate and appropriate communication to all customers.
- To actively promote customer feedback, and to monitor and respond accordingly.
- To provide suitable staff training.
- To exceed customer expectations, build relationships and encourage repeat visits.

### **Complaints**

Whilst we take great care to ensure that we provide all our services efficiently, courteously and to a high standard, we accept that complaints may be made. A complaint is a valid expression of dissatisfaction and however it is made, by email, letter, telephone or verbally, we will investigate it and use it as a means to improve our standards of service.

All complaints received will be logged and the most appropriate staff member to deal with the complaint will be identified. Responses to complaints will be made within 10 working days.

If a customer is not satisfied with the first response to a complaint they can ask for their complaint to be referred to the Chief Executive for further consideration.

### **Contact & Feedback**

We encourage customer feedback as it enables us to monitor and improve our standards of service. Feedback forms are issued to events and hospitality clients and are available in our raceday bars. We often also request feedback via email & social media correspondence.

If you wish to contact Wetherby Racecourse, regarding matters about the service we provide, then please, in the first instance contact us either in writing, by phone or email.

The Wetherby Steeplechase Committee Ltd, The Racecourse, York Road, Wetherby, LS22 5EJ

Telephone: 01937 582035 Email: [info@wetherbyracing.co.uk](mailto:info@wetherbyracing.co.uk)

## **ACCESS**

### **Wetherby Steeplechase Committee Ltd Inclusivity Policy**

We are committed to equality of opportunity and access for all irrespective of age, class, disability, ethnic origin, gender, marital status, nationality, religion or sexual orientation.

We will strive to ensure that no employee, customer, visitor, racing participant or any other person connected to our venue experiences unlawful or unfair discrimination or harassment.

#### **Physical Access**

Wetherby Racecourse is located just minutes from Junction 46 on the A1(M), and with close proximity to the M1 and M62.

Full details of how to find us, and how to access the Racecourse via car and public transport can be found via [clicking this link to our website](#).

#### **Disability Access**

Our car parks have designated parking areas for blue badge holders and it is always possible to drop passengers close to the main entrance.

The Racecourse enclosures are 90% accessible to wheelchair users and people with mobility difficulties. Lifts are available to all levels of the grandstands and function suites, and there are designated raceday viewing areas for wheelchair users.

On racedays, seating is limited and cannot be reserved unless in hospitality areas, so we advise those with limited mobility who feel unable to stand for long periods of time, contact us in advance of the day to discuss their visit with a member of our staff.

If a customer's disability requires them to be accompanied to and at the races by a Carer, then the Carer will be admitted free of charge, subject to compliance with our Carer terms and conditions which can be found on our [website via this link](#).

#### **Accessible Toilets**

There are accessible toilets within every enclosure of the Racecourse and on every floor of our three Grandstands. The majority of these toilets are part of the main toilet blocks. Our staff will be happy to guide you.

#### **Dietary Requirements**

Our permanent cafes, restaurants and hospitality areas on racedays accommodate for those with special dietary requirements and we offer a la carte vegetarian and gluten free options.

Conference and event menus can also accommodate dietary requirements however we do ask for notification in advance. If you are visiting and want to discuss your needs in more detail please telephone us in advance of the event.

## **Assistance Dogs**

Assistance dogs are welcome, but please let us know about your attendance in advance in order that we can ensure the best possible environment for your dog's comfort on the day.

## **Acclimatisation Visits**

If you have not been to our venue before, we would be happy to arrange for you to have a show-around when the site is less busy. Just contact us to arrange this.

## **DATA PROTECTION**

In order to purchase raceday tickets or packages, and to respond to all enquiries, we will retain your contact details, which includes, your name, address, telephone number and email address. We never pass this information on to any third-party. We do not retain any customer card details when making payments. We do not pass your information on to any third-party. Our full data protection policy is [available to view here](#).

## **TRAINING**

Wetherby Steeplechase Committee Ltd is committed to ongoing training for all members of staff in inclusivity awareness, health & safety and customer care. We believe that keeping staff well informed will assist them to deal with customer enquiries quickly and efficiently. Regular staff briefings, and communication ensure that our staff are kept up to date at all times.

## **OUR CUSTOMER CARE COMMITMENT**

Our staff are committed to promoting the values of our organisation and to delivering the standards contained within this policy.

Wetherby Steeplechase Committee Ltd regularly reviews customer complaints and feedback and takes suggestions and advice from staff in order to improve its services and enhance the customer experience.