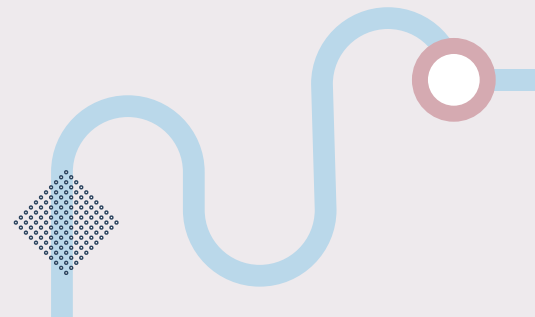


Customer Journey



- 1.** Potential customer enquiry received in relation to booking room either in person, by telephone or by email.
- 2.** Customer responded to and provided with the following information:
 - An Expression of Interest Form, which also contains the information in relation to the relevant insurances and indemnities required.
 - The terms and conditions (T&Cs) of hire.
 - The price list, which includes the breakdown of the various pricing structure, that is, voluntary, community, social enterprise, corporate.
 - COVID-compliant paperwork, such as a Covid Risk Assessment for groups.
- 3.** Once the completed documentation has been returned, with the relevant completed form, signed T&Cs and relevant proof of insurance and indemnities, it is reviewed for requirements / activities, to ensure that there is an appropriate room, and that the activity is suitable and required in the centre.
- 4.** The customer is notified if the booking has been confirmed and, if so, a start date is agreed.
- 5.** The booking is added to the booking system and details of the booking are added to the finance system for invoicing, etc.
- 6.** Assistance is given to the customer in relation to marketing their activity to the community, through our Facebook page, website and issuing of leaflets.
- 7.** On commencement of a booking, the client is given an induction health & safety (H&S) tour and asked to sign off on same.
- 8.** The client is invoiced monthly for the booking using the online financial software programme.
- 9.** Payment is received in the form of cash, cheque or electronic transfer.
- 10.** Receipts are given for cash payments.
- 11.** Cash and cheques are held in the safe and lodged into the centre's bank account on a regular basis, in line with the centre's policy.
- 12.** Receipts versus payments are reviewed at the end of the month and no paying clients are chased for payment. Should a payment be overdue by 30 days, it goes on the list of outstanding debts in the Operational Report.
- 13.** Annual client surveys are carried out to review service against experience.
- 14.** Clients have to renew their booking at a minimum on a yearly basis.

