

# Customer Code of Conduct

Salford Community Leisure is run by and for the people of Salford.

We are committed to enhancing the physical and cultural wellbeing of the community through the sport, library, and cultural opportunities we offer across 40 venues, which attract millions of customer visits each year.

We work hard to ensure each, and every experience is the very best it can be.

**We need your support in making those experiences great for everyone by:**

- Treating our team members with courtesy and respect
- Treating fellow visitors with courtesy and respect
- Using our venues, equipment, and property in an appropriate manner
- Not using inappropriate or offensive language
- Wearing appropriate clothing for the activity you're undertaking
- Paying the appropriate charges
- Adhering to all instructional signage
- Reporting incidents or concerns about the conduct to others to one of our team members immediately

**Fortunately, across all our venues and those millions of visits, incidents are few and far between. However, where necessary, Salford Community Leisure Management may take action against breaches of our Code of Conduct by either:**

- Refusing permission to remain in the facility
- Informing Greater Manchester Police, with the intent of prosecution
- Implementing an exclusion period across all Salford Community Leisure managed venues
- Pursuing fees owed through legal avenues

If you have any queries, please visit our [Contact page via our website](#).

Salford Community Leisure is registered under the Co-operatives and Community Benefit Societies Act 2014. An independent legal entity, separate from Salford City Council, Salford Community Leisure Limited is a community benefit society with charitable status.