

BROMLEY CHURCHILL THEATRE

CUSTOMER CARE CHARTER

The Churchill Theatre is dedicated to providing the highest level of customer service to all our guests.

AT THE CHURCHILL THEATRE WE PROMISE TO:

Be courteous and professional at all times ▪ Be welcoming of feedback and listen to our customers ▪ Ensure there are prompt responses to any enquiries, comments or complaints ▪ Provide clear and accurate information regarding our products ▪ Provide a safe and well managed environment ▪ Provide access for all and offer assistance where necessary ▪ Offer a good selection of reasonably priced drinks, food and snacks ▪ Operate within the boundaries of our licence and work closely with the local council towards responsible alcohol retailing at all times ▪ Have a zero tolerance policy on drugs, threatening or aggressive behaviour.

AS OUR CUSTOMERS, WE ASK THAT YOU:

Treat our staff and fellow guests with respect and courtesy at all times ▪ Respect our building, its contents and our local area. Leave the premises quietly ▪ Turn off all electronic devices (mobile phones, ipads, ipods, video and recording equipment) when entering the auditorium ▪ Provide us with any access requirements that may help us with your visit.