

## Customer Service Pledge

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### Customer Enquires and Bookings

- We aim to answer all enquiries within 4 working hours
- We will listen and acknowledge your requirements and suggest solutions for every eventuality
- Booking details are communicated back to you to ensure we've got it right

### Event Service

- We only send you trained, smart and uniformed staff with relevant event experience
- Our staff behave in a friendly but professional manner and have much experience working at events with VIP's and celebrities
- We ensure your guests are well looked after and enjoy their event experience
- All products are tested and cleaned to ensure quality functioning at the event

### Products

- All products selected come from quality manufacturers with the best reputations
- We continue to evolve our product range to ensure we keep up with current trends
- All products are replaced before they appear old and worn so you get the best equipment at your event
- We continue to innovate and create new products that can only be found here at Leisure King so you can be sure of something new and exciting

### Health and Safety

- All staff are trained in the relevant health and safety requirements to run equipment and serve guests such as Food Hygiene Certification
- All inflatables are tested to PIPA and RPII standards as appropriate
- All electrical items are PAT tested annually
- We adhere to BS EN14960 standard for inflatable manufacture and use
- All our vehicles are regularly safety tested
- We have a 5/5 top rating with the environmental health for hygiene

### After Sales Service

- If you are waiting for uploads or CD's etc. from your event we promise not to take longer than 5 working days
- Our complaint policy and procedure is available on request and we aim to resolve all matters within 7 days where possible.