

Colston Hall Customer Charter

Purpose

- Colston Hall is the key provider of large scale music events in Bristol and the South West and works within the framework of Bristol City Council's values and key priorities.
- Colston Hall's mission is to become a leading UK performance complex for the creation and enjoyment of all styles of music.

Our vision

- To encourage audiences to enjoy music throughout their lives
- To encourage emerging and established artists to explore their full creative and performance potential.
- To provide artistic and cultural leadership to Bristol and the South West
- To become a hub and focal point for all facets of the music industry in Bristol and in the South West
- To support emerging industry talent in Bristol and the South West through performance opportunities, traineeships, education facilities and incubator spaces.
- To promote Bristol nationally and internationally through the creation of groundbreaking and inspirational work.
- To ensure that everything we do is accessible to all.

Standards and levels of service

Our premises will be clean and tidy with clear signage to assist you in finding your way around the building.

Contacting the Box Office

In person at the counter

Monday to Saturday 10.00am – 6.00pm (when there is an evening performance open until 8.30pm)

Sunday - open from 12pm when there is a performance

By telephone

Monday to Saturday 10.00am - 6.00pm.

Sunday 12.00pm - 6.00pm (only when there is a performance)

All other departments

Normal office hours.

- Our staff will be courteous and helpful at all times. They will wear uniform and be easily recognisable.

- We will ensure our staff are trained to provide an excellent customer service. They will be knowledgeable about the events and the services we provide.
- We will work to ensure that 80% of your ticket purchases and enquiries will be dealt with at the first point of contact wherever possible.
- We will endeavour to serve you within 15 minutes. If there is a delay we will inform you and advise how long the waiting time is likely to be.

On the telephone

We will endeavour to answer all calls within 15 seconds during opening hours. If there is a delay we will advise you at once with an appropriate message and inform you of an alternative method to contact Colston Hall.

Writing to us

- All letters will be answered within 15 working days. All emails will be answered within 12 working days.
- Our reply will be in plain and clear language.

Using the internet

- You can book tickets online at www.colstonhall.org.
- We will ensure it is easy to navigate and user friendly. The information will be up to date and in plain and clear language.

All matters dealt with whether in person, by telephone, by post or e-mail will be treated in a confidential manner in accordance with the Data Protection Act.

Seeing a show

- The front of house staff will be easily recognisable and smartly dressed. They will be wearing a uniform.
- Our staff will be courteous and helpful at all times.
- We will ensure our staff are trained to provide an excellent customer service. They will be knowledgeable about the events and the services we provide.
- We will work to ensure that all your enquires are resolved at the first point of contact.
- We will work to ensure that all our staff are flexible and are able to be deployed quickly and effectively as customer demand dictates.

Accessibility

- We will work hard to ensure our building is as user friendly as possible to everyone who wants to use it.
- The main levels of the auditorium in Hall 1 are accessible via lifts or ramps. Hall 2 is accessible via lifts.
- Both bars and the box office have lowered accessible counters.
- Wheelchair users who prefer, may be accompanied by an assistant, free of charge. Please mention this when booking.
- Accessible toilet facilities are at stalls and balcony level.
- Registered assistance dogs are admitted.

- We have an infrared hearing system in Hall 1. On arrival please contact a steward for loan of an infrared necklet receiver to be used in conjunction with your hearing aid.
- If you have any accessibility issues whilst at the hall, please contact a steward or any member of staff, who will assist you.

For more information, please visit www.colstonhall.org/visitorinformation/access

Facilities

Colston Hall bars

The Bars will open at least 90 minutes prior to the start of the performance, staying open throughout the evening and after the show. Interval orders may be taken on many of our performances.

For more information, please visit www.colstonhall.org/eatingdrinking

Print

- We will endeavour to keep all print up to date. We will make information available in large print, Braille, audio or in another language on request.
- We will use plain and clear language in our publications and correspondence.
- All print will be correct at time of going to print.

Your views and making a complaint

- We will continually monitor our service standards and listen to our customers and make improvements where necessary.
- We welcome your views. If you would like to comment on our services, whether good or bad, please use our Fair Comment Forms, available from the box office, or a steward or online at <http://www.bristol.gov.uk/faircomment>