

Granta Centre Customer Services Policy

1. Our Mission

Be the first choice venue by providing a genuine hospitable experience.

2. Our Commitment

To anticipate and learn our guests' needs to meet and surpass expectations.

3. Our promise to serve our guests, regardless of their ability

Achieve the mission and commitment for all guests regardless of ability by actively seeking and removing barriers that might arise.

4. Your Feedback

We value all feedback – it is a genuine insight into how our service is perceived, regardless of our own perceptions.

We will respond to feedback, questions and requests, within five working days.