

## Black Isle Leisure Centre - Chatterbox - March 2011

It doesn't feel like 2 months have passed since our last article in Chatterbox but quite clearly they have. Since then Winter has blasted through the area and unfortunately our building as well. A problem in our boiler room meant that water started 'leaking' straight on to our Main Hall floor. Now this was serious but the sight of May and myself running between drips with our buckets, basins and mops in hand could quite easily have been taken out of a 1930's slapstick film featuring Buster Keaton or Laurel and Hardy. This will mean that at some point soon sections of the Main Hall will require to be replaced or repaired. Please bear with us during this time. We will ensure that if there are any restrictions to use, that notices are displayed as soon as we know. During the week February 14-18, the lights in the Main Hall should have been replaced so, I hope that all our Main Hall users will now be seeing – excuse the pun - the improvement.

In January 2011, we carried out a Customer Survey asking for feedback on our Classes, the Venue, our Instructors and also left it open for other comments. I would like to thank all those who took the time to complete the forms. The information gathered from this process has proved very valuable. As this article was being compiled, the analysis of the forms was underway and the results will be posted publicly in due course. The results will not be a case of patting ourselves on the back but the basis for us to address issues that were raised – If you think we can do better...let us know.

At the Centre, we are constantly looking at ideas for new classes and where and when they might fit into our programme. The current running order started in September 2010 and we are already asking if we need to change things round or freshen it up. Again if you have any ideas please call, complete the Suggestions slip or speak to one of the staff.

Here we go, Easter, yes I did say Easter, sees the return of our ever popular children's holiday activities. This year's scheme runs from 11.4.11 to 21.4.11(excluding the weekend). The timings will be the same as usual – 1030 to 1300. May is always a bit coy on what's planned but here are a few highlights. This year's scheme sees Nick Martin with his creatures great and small and a variety of craft activities for our P1-3 friends. Our P4-7's get a bit more adventurous and probably very damp in the return of Lazer Tag and 'Wet and Wild'. As always we will try to make this as much fun for you as it is for us. It is of course compulsory to ensure that any staff involved in the 'Wet and Wild' also get wet! We hope to have the brochures out in school bags or from the Centre in the week beginning 7<sup>th</sup> March with booking starting from 21st March. Please read the brochure carefully especially when it comes to the registration procedure.

This brings me on to what is unashamedly the plug. Most of the activities in our children's holiday activities as well as our classes are covered by the Highlife scheme. We are very fortunate that so many of our attendees are members of the Scheme and appreciate the value it brings. This is especially relevant in the present climate. We, like so many other businesses must provide value otherwise people will quite rightly walk away. So is Highlife good value?

I like simple arithmetic. One Body Attack class and one visit to the Gym in a week would cost £8.59. Over 4 weeks that would equate to £34.36. A Family Highlife card comes in at £23.60. So, 2 adults and all children under 18 can come to any amount of activities covered by the Highlife Scheme at any of the Local Authority run Leisure Centres and a number of private Centres. The activities available are as varied as Spinning, Body Attack/Vive/Balance, Saturday Club and Swimming. As I said the arithmetic is simple. The value is clear. So if you are not yet a Highlife member then now is the time – come and talk to us to find out more.

I believe we offer good value and service at the Centre and I am hopeful that the survey will bear this out. We are striving to improve the facility and the products we offer at competitive rates. You have the right to expect a high quality of service and I know that is what we endeavour to deliver and are striving to achieve. Your continued support is very much appreciated and, as ever, should you wish any help or information please do not hesitate to call in or contact us by phone/email and we will endeavour to assist as much as we can.