

FRIDAY 4 SEPTEMBER 2009

Dear Customers

I am delighted to announce that as of today Broadstone Leisure Centre has come out of administration and that its ownership and management has now transferred to Bournemouth YMCA. We have worked closely with the Borough of Poole during the transition period and this partnership will continue as we work together to develop the centre and provide you with a broad range of sporting, health, fitness and leisure activities and facilities.

Thank you to everyone who has completed one of the customer questionnaires. The information you have supplied will help us shape the service. In the near future you will see changes to the pricing structure and we will be prioritising the revamping of the swimming pool area along with the wet and dry changing room areas. We will also be working on refurbishing the bar and function rooms. Works will necessitate some disruption to service but we will endeavour to make this as quick and unobtrusive as possible.

Staff are currently working on the half term and Christmas programme and you will soon be able to make advance bookings to secure your places. Whilst the centre was in administration we regret not been able to restore payment by credit and debit card but we are currently in negotiation to restore this service as soon as possible.

New ownership and management gives opportunity for a fresh look at how the centre operates. We want to develop activities, programmes and facilities that best serve you, your family and the local community. We are, of course, aware of the current financial climate and for this reason we are working to make the centre financially accessible to everyone. Bournemouth YMCA is a charity working for the benefit of its members. This means that we don't pay dividends to shareholders but rather seek to make inward investment in making services and activities better for everyone. We really are in this together.

Thank you for your ongoing support and loyalty. Please see yourself as part of the team in making our community leisure centre something to be proud of and well worth belonging to.

With very best wishes

Blair Crawford

Executive Director

Bournemouth YMCA

www.bournemouthymca.org.uk