

Customer Charter

The National Tramway Museum is committed to delivering excellent customer service and an experience that enables our visitors to have a good time and learn something. This customer charter governs the behaviour of all our staff and volunteers and puts our customers at the heart of what we do.

- We will give a warm welcome to our customers.
- We will provide a safe, clean and accessible environment that meets the basic needs of our customers.
- We aim to provide all our customers, of all generations, backgrounds and abilities, access to our collections and exhibitions in accordance with our core purpose.
- We will provide accurate, clear and reliable information wherever it is published.
- We will encourage feedback from our customers, listen to it and use it to improve the service we offer.
- We aim to make it easy for our customers, whether actual or virtual, to find their way around.
- We want all our customers to have a wonderful experience with us and take away more than memories.