

THANK YOU FOR BECOMING A ROXY LEISURE LTD MYSTERY VISITOR. WE ARE VERY MUCH LOOKING FORWARD TO RECEIVING YOUR FEEDBACK. HERE ARE SOME HINTS AND TIPS OF WHAT TO OBSERVE DURING YOUR VISIT TO HELP YOU GATHER ALL OF THE INFORMATION REQUIRED.

WHENEVER YOU COMPLETE A MYSTERY VISIT THE DETAILS YOU OBSERVE ARE REALLY IMPORTANT TO US, SO PLEASE REMEMBER TO ADD COMMENTS IN YOUR FORM

THE PRIMARY PURPOSE OF THIS MYSTERY VISITING PROGRAMME IS TO IMPROVE OUR CUSTOMERS EXPERIENCE BY LISTENING TO YOUR FEEDBACK. WE WANT TO BE ABLE TO IDENTIFY WHAT WENT WELL AND WHERE WE CAN IMPROVE SO YOUR FEEDBACK IS VERY IMPORTANT TO US.

IN ORDER TO TAKE PART IN THE PROGRAMME YOU MUST EAT, DRINK AND GAME WITH US IN A ROXY SITE.

DURING YOUR VISIT YOU WILL NEED TO BE OBSERVANT AND WILL BE ASKED TO TAKE NOTE OF THE FOLLOWING AREAS OF THE BUSINESS

- **THE ENTRANCE AND WELCOME AREAS**
- **THE BAR SERVICE**
- **THE GAMES AND THE STAFF**
- **THE FOOD SERVICE**
- **THE ATMOSPHERE**
- **THE TOILETS**
- **YOUR OVERALL REFLECTION**

YOU ALSO HAVE ACCESS TO AN EXAMPLE FORM SO THAT YOU CAN SEE EXACTLY THE TYPES OF QUESTIONS YOU WILL BE EXPECTED TO ANSWER ON YOUR VISIT.

IF YOU ARE UNSURE OF ANY ANSWERS OR FORGOT TO CHECK AN ASPECT OF ONE OF OUR BARS THEN PLEASE SELECT N/A IN YOUR REPORT TO US.

PLEASE GIVE AS MUCH INFORMATION AS POSSIBLE VIA THE COMMENT BOXES

UNFORTUNATELY WE CANNOT PROVIDE EXPENSES IF A REPORT IS INCOMPLETE, DOESN'T HAVE THE RECEIPT UPLOADED OR IS SEVERELY LACKING IN INFORMATION

WE OPERATE THESE VISITS AS A MAXIMUM OF FOUR PEOPLE. THERE WILL BE SOME INSTANCES WHERE WE REQUIRE TWO PEOPLE ONLY TO CARRY OUT THE BOOKING BUT THIS WILL BE IN THE VISIT SPECIFICATIONS BEFORE DECIDING TO ACCEPT OR NOT

WITHIN THAT VISIT SPECIFICATION WILL ALSO BE THE BUDGET THAT WE WILL PAY EXPENSES UP UNTIL. FOR EXAMPLE, FOR A GROUP OF 4 THE BUDGET WILL NORMALLY BE AROUND £140 FOR THE VISIT WITH EATING, DRINKING AND GAMING

REMEMBER, YOUR VISIT IS A MYSTERY TO THE STAFF AND MANAGEMENT TEAMS WITHIN THE VENUE AND YOU SHOULD NOT ALERT THEM TO YOUR ROLE IN THE VISIT. THE VISITS ARE DESIGNED TO TEST THE FULL SERVICE ON A NORMAL SHIFT BASIS. THE TEAM MAY 'UP' THEIR GAME FOR A MYSTERY VISITOR SO IT IS IMPERATIVE THAT IT IS KEPT A MYSTERY

ROXY LEISURE LTD. TERMS AND CONDITIONS IN RELATION TO THE MYSTERY VISITOR PROGRAMME.

WE KNOW THIS IS THE BORING BIT, BUT IT IS IMPORTANT. MAKE A BREW AND GET READING

- **APPLICANTS, AND ANY ONE IN THE GROUP, MUST BE 18 OR OVER**
- **COMPLETING AN ONLINE REGISTRATION FORM DOES NOT GUARANTEE A MYSTERY VISIT, IT WILL BE ALLOCATED TO THE APPLICANT**
- **VISITS ARE ALLOCATED DUE TO THE FAVOURITE LOCATION YOU PROVIDE DURING THE REGISTRATION PROCESS. THE VISITS ARE ONLY ALLOCATED WHEN THE VENUE NEEDS A VISIT, THEREFORE VISIT NUMBERS ARE LIMITED**
- **THE REGISTRATION FORM MUST BE FULLY COMPLETED IN ORDER TO REGISTER**
- **MYSTERY VISITORS MUST FULFILL THE FULL REQUIREMENTS OF THE VISIT TO GAIN THE EXPENSE ALLOWANCE. INCOMPLETE OR UNFULFILLED VISITS WILL NOT BE COMPENSATED**
- **FAILURE TO UPLOAD THE RECEIPT WILL RESULT IN THE VISIT NOT BEING COMPENSATED**
- **YOU WILL NEED TO LOOK AT THE VENUE WEBSITE BEFORE VISITING AND TAKE NOTE OF VENUE OPENING/CLOSING TIMES & KITCHEN OPENING/CLOSING TIMES**
- **ALL AREAS MUST BE ASSESSED IN THE VISIT AS PER THE FORM**
- **REPORTS SUBMITTED WITHOUT COMMENTS OR WITH SPARSE COMMENTS CAN BE REJECTED AS NOT MEETING THE REQUIRED STANDARD FOR PAYMENT. YOU WILL BE GIVEN THE OPPORTUNITY TO ADD MORE COMMENTS TO YOUR REPORT AND RE-SUBMIT IT**
- **WE MAY ALSO CONTACT YOU VIA PHONE TO ASK YOU FOR MORE INFORMATION**
- **YOU WILL BE NOTIFIED OF YOUR ALLOWANCE PRIOR TO YOUR VISIT AND ACCEPTING THE VISIT IS ACCEPTING THE ALLOWANCE AMOUNT THAT THE COMPENSATION WILL BE UP TO**
- **PAYMENTS ARE MADE WITHIN 10 WORKING DAYS OF YOUR REPORT BEING SUBMITTED**

- **ALL PAYMENTS ARE MADE WITH A BANK TRANSFER. WE WILL REQUEST YOUR PAYMENT DETAILS UPON COMPLETION OF A MYSTERY VISIT**
- **THE VENUE THAT IS ASSIGNED TO THE VISITOR IS NOT NEGOTIABLE**
- **ALL MYSTERY VISITORS AND THOSE IN THE GROUP MUST REMAIN ANONYMOUS AND NOT IDENTIFY THEMSELVES AS A MYSTERY VISITOR AT ANY TIME OF THEIR VISIT OR AND TIME BEFORE OR AFTER**
- **THE FORM MUST BE COMPLETED WITHIN 24 HOURS OF THE VISIT. AFTER THIS TIME WE CANNOT ACCEPT THE SUBMITTANCE AND CANNOT COMPENSATE**
- **RESULTS OF THE MYSTERY VISIT MUST NOT BE SHARED ON SOCIAL MEDIA**
- **NO ALTERNATIVE METHOD OF PAYMENT FOR COMPENSATION IS AVAILABLE**
- **BY SIGNING UP TO BE A MYSTERY VISITOR YOU AGREE THAT WE MAY EMAIL YOU AND ON OCCASION CALL YOU REGARDING THE MYSTERY VISIT PROGRAM ONLY**

NOW FOR THE PRIVACY POLICY

AT ROXY LEISURE LTD. YOUR PRIVACY IS IMPORTANT TO US, OUR GOAL IS TO TREAT THE PERSONAL INFORMATION YOU GIVE US WITH THE UTMOST RESPECT AND IN ACCORDANCE WITH THE LAW.

ROXY LEISURE LTD. IS A REPUTABLE AND MORAL COMPANY. WE TAKE OUR RESPONSIBILITIES SERIOUSLY. WE WANT TO REASSURE YOU THAT WE ARE NOT IN THE BUSINESS OF RENTING, SELLING OR SHARING AND EMAIL LISTS WITH THIRD PARTIES. HOWEVER, IN EXCEPTIONAL CIRCUMSTANCES, WE MAY SHARE YOUR INFORMATION WITHOUT YOUR CONSENT TO THIRD PARTIES OR INDIVIDUALS WHEN OBLIGED TO DO SO BY LAW. I.E, FOR THE PURPOSE OF NATIONAL SECURITY, CRIMINAL INVESTIGATIONS OR IF WE REASONABLY BELIEVE THAT YOU MAY BE BREAKING THE LAW AND SUCH DISCLOSURE IS ALLOWED UNDER THE RELEVANT LAWS INCLUDING DATA PROTECTION LAW.

YOU CAN SEE OUR FULL PRIVACY POLICY ON ROXYBALLROOM.CO.UK