

# Boon's Calibre Travel

## Customer Care & Service Policy

The aim of Boons Calibre Travel is total client satisfaction, and we resolve to do everything within our power to achieve that goal. This can only be achieved by providing our clients with the products they desire, together with an excellent level of customer care and service. There are specific laws governing coach holidays & short breaks, designed to protect the interests of our clients, which we strictly adhere to, however, for our clients total piece of mind, we also extend these good practices to cover all our products.

### Involving our customers

We will make sure we understand what our customers need, and develop our products around our customers' expectations.

#### **We will:**

- regularly ask customers for their opinions about our products & services (verbally, and via client satisfaction & comment forms)
- ensure that our customers help shape the products & services we deliver.
- be honest about what we can do and what we can't.

### Our people

We recognise that we rely on everyone connected with our company to deliver first class customer care.

#### **We will:**

- ensure our staff are trained and competent to deliver our services.
- ensure our staff treat every customer of Boon's Calibre Travel as we would wish to be treated ourselves, with respect, courtesy and understanding.
- train every member of staff in customer care.
- ensure third parties entrusted to deliver our services are of proven quality and/or have attained recognised standards in their field

### Contact & Access to Information

We will provide different ways to help people contact us and access information on our company and its products.

#### **We will:**

- make information about Boon's Calibre Travel and its products easily available using brochures, leaflets, the internet and through advertising
- publish opening hours and describe how to contact us by telephone, fax, email & post
- provide clear directions to our office for personal callers
- provide clear information on payment methods
- make our trading terms & conditions clear and readily available

## **How we communicate**

We want to make every contact a positive experience for our customers.

### **We will:**

- always listen carefully to what customers say and allow them ample time to discuss any concerns
- be polite, understanding and honest.
- give a contact name and details
- let people know what will happen next.
- point people in the right direction if we can't help.
- ensure confidentiality.
- write letters, emails and publications that are easy to read and understand.
- respond to letters and emails promptly, and when that is not possible, send an acknowledgement with a proposed timescale for response
- let people know if there will be a delay in responding.
- ensure answer-phone messages are clear and offer an alternative contact number

## **Measuring how we perform**

We want to make sure that our commitment to customer care is making a difference, and we will assess our success by measuring what our customer's value.

### **We will:**

- seek regular comment on customer satisfaction (verbally, via client satisfaction & comment forms, and via drivers reports)
- enable customers to easily give us feedback and pay compliments
- respond to feedback and ensure our staff praised for job well done or be made aware if their service is sub-standard.
- re-train staff as appropriate.
- respond to feedback and ensure third parties are praised for a job well done or made aware if their service is sub-standard.
- ensure third parties address areas of concern.
- publish details of how customers can make complaints.
- investigate all complaints thoroughly, as quickly as possible, and learn from mistakes.

## **Compliance & customer protection**

We will ensure compliance with The Package Travel, Package Holidays and Package Tours Regulations 1992, we will protect our customer's data, and we will ensure our trading terms & conditions are made available & adhered to.

### **We will:**

- deposit all money received in respect of holidays and short breaks in a separate bank account which is protected in the event of the insolvency of Boon's Calibre Travel
- although not required by law, we will deposit all money received in respect of day excursions in a separate bank account which is protected in the event of the insolvency of Boon's Calibre Travel
- have a repatriation agreement in place with our coach supplier
- only use customer data to facilitate a reservation and for the promotion of our own products & services, no data will be given or sold to a third party.
- publish compliance information in our literature.
- publish, and to adhere, to our Holiday & Short Break Fair Trading Agreement
- publish, and to adhere, to our Terms & Conditions for Day Excursions, Shows & Concerts