

Mountain Sojourns Customer Care Policy

Our main aim is to provide all our clients with the very best levels of service that can be expected. Our goal is your safety and enjoyment of the activities provided and to achieve this we are committed to our Customer Care Policy.

We will

- ❖ Respond to enquiries promptly, efficiently and in a courteous manner.

- ❖ Be trustworthy, reliable and respect confidentiality.

- ❖ Consider the client's needs and provide the appropriate activity and venue.

- ❖ Always employ suitably qualified and experienced instructors.

- ❖ Act and look professional, wearing the appropriate clothing, which should always be presentable and carrying the appropriate equipment for the activity.

- ❖ Arrive and finish at the agreed times.

- ❖ Always deliver what we say we will or offer a suitable alternative in the event of bad weather or other unforeseeable circumstances.

- ❖ Apologise if things go wrong.

- ❖ Listen to feedback, respond and act on it.

- ❖ Deal with clients fairly and politely.

- ❖ Keep clients informed of new services and products.

Revised FM Jan. 2018