



## **CUSTOMER CHARTER**

### **CLEAR COMMUNICATION**

- We are 100% committed to providing outstanding levels of customer service and we will always try to ensure that our staff are well informed, reliable and confident and that the information they give you is 100% up to date;
- Whilst recognising that we have a diverse clientele with a huge array of differing needs, we aim to deliver the same excellent standard of service to everyone.
- We are committed to providing written responses to customer enquiries, requests and comments within 7 working days;
- We promise to actively listen to our customers and hope to make visiting our park a genuinely enjoyable experience.

### **COMMITTED PEOPLE**

- Our staff are our most important asset and have the opportunity to make a real difference to your Lightwater experience;
- At all times, we expect our team to be smartly & appropriately dressed and to respond to our customers in a polite, respectful and helpful manner. We also trust our staff to carry out their duties in a professional manner and to make every reasonable effort to deal effectively with customer queries on the spot;
- In return, we would ask you to treat our staff properly as we will not tolerate any verbal or physical abuse towards them;
- Our staff will be fully accountable and, to this end, will always wear name badges and give their names on the phone and in all letters and email messages.

### **SITE ACCESS**

- We will make every effort to provide access to our site for those with disabilities (including disabled toilets);
- Access guides will always be available on our website and in a variety of printed and electronic formats. If you require a copy of our Access Guide please call into our Guest Information office.

## CUSTOMER FEEDBACK & COMPLAINTS

- Here at Lightwater Valley we understand the importance of customer feedback and are very keen to hear about your experience at our park. If you wish to bring a particular matter to our attention, good or bad, please call into our Guest Information office, situated just inside the Theme Park entrance.
- If you have a complaint whilst visiting the park you must log this with the Guest Information Team on the day of your visit. We will endeavour to resolve any matters on the day where able to do so, however, if this is not possible you will be asked to email us and you will be given a Customer Log Number, this must be quoted in any future correspondence with Lightwater Valley.
- Requests for refunds or replacement tickets will only be dealt with via email or by post on an individual basis. You must provide a copy of your receipt or booking reference number and your Customer Log Number from Guest Information when contacting us.
- If you choose to leave the park early without informing Guest Information then **no** refunds will be considered.
- To ensure that we can respond to your complaint fully please ensure that you include the following in your correspondence:
  - Customer Log Number (issued by Guest Information)
  - Full Name
  - Postal Address
  - Telephone Number
  - Email address
  - The name of the member of staff you spoke to when trying to resolve your issue.
  - Proof of purchase from your visit - this can include your tickets, receipt, and email booking reference number or a copy of your bank statement. If you are sending an email please either scan this information or write your booking number in the email.
- To ensure that we are able to investigate your complaint fully please contact us within 14 days of your visit. We regret that we are unable to assist with complaint after this time.
- Our postal address is: **Lightwater Valley Attractions Ltd, North Stanley, Ripon, N. Yorkshire, HG4 3HT**
- Please be advised that it may take up to 7 working days to respond to your complaint due to investigations which may need to take place.

Thank you.