

Our Customer Service Charter

Putting the customer at the heart of everything we do

SYHA Hostelling Scotland



SYHA Hostelling Scotland's Charitable Objectives is the advancement of education for the public benefit, by helping all, but especially young people, to experience and appreciate the Scottish countryside, environment, natural heritage and places of historic and cultural interest in Scotland and through the promotion of their health, recreation and education, particularly by providing low cost accommodation for them in their travels.

We believe that all our customers should receive the best possible standards of Customer Service. Our charter applies to everyone who has contact with SYHA Hostelling Scotland.

General:-

- We will always put our customers first.
- We will only use your information details given to us for the correct purposes of dealing with SYHA Hostelling Scotland and the services that we offer.
- If we cannot offer your first choice we will, where possible, offer an alternative choice.
- We will closely train and monitor the people we work with to ensure that they provide the best possible service for you

When you stay with us we will :-

- offer a clean, secure environment for your visit/stay.
- Resolve to create a welcoming atmosphere in all our locations.
- be open and available to customers during the published opening times.
- where practicable, we will ensure our buildings and services are accessible to all.

When you telephone we will:-

- answer your call within 20 seconds or 5 rings with a standard greeting.
- be polite, courteous and helpful at all times
- return your call within an agreed time if we are unable to deal with your enquiry immediately.
- keep you informed if we cannot answer your enquiry immediately.

When we telephone you we will:-

- identify ourselves to you at the beginning of our call.

When you e-mail we will:-

- reply to your message within 48 hours.
- always sign our name so you know who you have been communicating with.
- keep you informed if we cannot answer your enquiry immediately.
- be polite, courteous and helpful.
- be clear, concise and accurate with the information we give you.

You can help us by:-

- Completing customer surveys where possible.
- Ensuring you have all the relevant information when you contact us.
- Tell us of the experiences you have.
- Tell us constructively of any difficulties you may have.
- Following the SYHA Hostelling Scotland Ethos Code
(see our terms and conditions and ethos for full details)

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Contact Details

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SYHA Hostelling Scotland (Also known as Scottish Youth Hostels Association) is a registered Scottish charity, No. SC013138 and a company limited by guarantee, registered in Scotland, No. SC310841, Registered Office 7 Glebe Crescent, Stirling FK8 2JA