

## Customer Care

### **Our Approach to Customer Care**

The grand old tradition of hospitality for customer service means that guests will enjoy the service with a smile and a personal interaction with someone who will make them feel welcome.

At The Shaftesbury Hotel Collection we would like to provide this experience for our customers visiting our website. We will continuously be improving our electronic customer relationship management with a view to provide the best possible customer care.

We consider that you are a valued customer to us having given us the opportunity to be of service to you.

We abide by professional ethics to ensure that we provide our services with sincerity, genuine interest in the customer's requirements and accomplishing the task to your satisfaction.

### **Sky is The Limit For Senior Citizens**

We care for you. If you are above the age of 58 years, please advise us at the time of booking by giving us your date of birth. Our hotels have the added benefit for the senior citizen of offering a 10% discount of the accommodation. Subject to providing relevant ID upon arrival.

### **Families and Children**

We love children accompanied by their parents. Some hotels are more children friendly than others. Why not give us your requirements and we will respond with some special deals.

### **Students**

We understand the importance of your leisure time and also your budget. If you are coming to London in a group, we respectfully suggest that you ask your travel organizer to contact us, so that we can arrange special rates for your group.

### **Corporate**

Reduce your accommodation overheads. Simply inform us of your budget and requirements and we will get the best, discounted deals. Please click here for our corporate reservations booking form.

### **Reservations made easy**

We will make you feel totally at ease when you place your reservations with us. We provide a personalized service seven days a week. If you would like to talk to one of our customer reservation agents, we will be pleased to talk to you from 9.00am to 6.00pm, Monday to Friday and from 10.00am to 2.00p.m on Saturdays and Sundays (local time).

### **V.A.T (TAX) - Refund**

Value Added Tax (VAT); currently at 17.5% is a Government tax. In most cases, the V.A.T is included in the accommodation rates. Travelers from non-European (EU) countries may claim back the V.A.T at time of departure at the Airport. However, we do advise you to contact the hotel at which you are staying and enquire from them the procedure.

### **Our Performance Standards**

You will receive instant confirmation of your reservation, however if you have any further enquiries we have set out performance standards to ensure that we will address all your enquiries within 24 hours.

### **Feedback**

Your feedback with regard to our services is very important to us. We will be grateful to you for any comments or suggestions you may have which will help us in our continuing drive to improve our services. Please send us your views and enter a prize draw by completing our feedback form.

### **Thank you**

May we take this opportunity to thank you for giving us your time to read our Customer Care Portfolio. We will be even more thankful to you for giving us the opportunity to serve you. We wish you good luck and a great stay in London.

The Management.  
The Shaftesbury Hotel Collection