

Customer Charter



Our aim is that every customer leaves with a wish to return.

The dedication, talent and drive of Conference Aston's people underpin our current and future success. At Conference Aston, our team are committed to provide you, our customer, with the best possible experience during your stay and are committed to delivering outstanding quality and customer focused service, and providing exceptional value for money.

Our commitment to you:

Our team are encouraged to reach their full potential through regular training and motivation, and are committed to providing you with services based on the following principles:

- ✓ **Warmth:** the basis of our service and associated with courtesy and politeness;
- ✓ **Engaged:** you have the right to feel that you receive adequate attention and reasonable answers to any questions or queries;
- ✓ **Transparent:** at every opportunity, we put ourselves in 'our customers' shoes' to better appreciate your wants and circumstances, aiming for clear and concise communications, always;
- ✓ **Honest:** operating with integrity, our people are well trained in our products and services, and will provide you with the information you require in a pertinent and time-sensitive manner;
- ✓ **Consistent:** we aim to deliver every hotel guest, conference delegate, event host and team member the same first class experience, with fairness and equality for all.

Special Requests and Accessibility for all:

At Conference Aston, we will endeavour to meet any individual requests where possible. This could be a special dietary requirement, accessibility need, or bespoke request to ensure your experience is delivered in line with our service commitments above.

- ✓ We are committed to providing maximum accessibility for all our customers and aim to ensure that all our customers with disabilities are treated equally and according to their needs;
- ✓ Whilst we are DDA compliant and have a range of services and aids to support those with disabilities, there may be areas in which additional support is required – even if it is only a helping hand from one of our team.

Should you have any special requests, simply ask a member of our team who will gladly assist.

Feedback, Complaints and Commendations

We would like to address any issues or respond personally to any favourable experiences, preferably before you leave, so should you have any feedback regarding your experience, please speak to the Duty Manager, who will receive your feedback and immediately try to resolve any issues you have.

We actively encourage our hotel guests and conference delegates to leave feedback on Trip Advisor and event hosts to provide feedback via our post-event VenueVerdict form.

Alternatively, you can contact the hotel at any point via telephone **0121 204 4300** or by emailing info@conferenceaston.co.uk where our team will ensure we connect you to the appropriate department to receive and act on your feedback.