



## The Customer Service Promise

### Philosophy

We are a privately owned, owner managed, rural tourist destination. Our values and philosophy are simple; we wish to make sure that every single guest has a wonderfully happy holiday and takes home fond memories of The Dandelion Hideaway and the beautiful county of Leicestershire.

In all of our communications with our guests, customers, business associates and colleagues, we seek to treat others the way we wish to be treated ourselves. We believe in fostering loyal customer relationships by providing a superior experience. We are committed to outperforming the competition with value and an exceptional customer experience.

### Guests

The guests and the guest experience is the singularly most important aspect of The Dandelion Hideaway. We believe that holiday time is valuable and should be truly unforgettable. It is a genuine delight to welcome and host guests to our farm and we try our utmost to ensure that they have a truly memorable holiday.

We are passionate about farming, the countryside and dedicated to being responsible custodians of the land during our lifetimes. You'll find we deliver a highly personalised service, we are independently-owned and managed, and we are always available in person during your stay with us; this is our promise to you.

### Information and Reservation Service

You can contact The Dandelions Hideaway in the traditional ways of letter writing, email, on the telephone or in person or in the 'digital-age' ways, online through Facebook and Twitter. We also have an online automated booking system on our website. You choose whichever method is the most convenient for you and your lifestyle. You will receive a personal reply to every question or information request that you may have.

*Customer Service Promise 2013  
Our commitment to guests*



### Meet and Greet Service

We will personally meet you on arrival, welcome you and conduct a familiarisation and health and safety induction in your luxury canvas cottage. The following morning you will have the opportunity to join John on a farm familiarisation walk.

### The Holiday Experience

Whether you wish to enjoy the tranquillity of the farm or to join in with the farm experiences of pony grooming, egg collecting and looking after the hens, milking goats, it is entirely your choice. Holiday time is important to all of us and it's your choice how you wish to spend your time, all of our activities are complimentary and are available should you wish to enjoy them.

John or Sharon will visit you personally at least once during your stay in your canvas cottage to ensure that you have settled in and have everything that you need. We will also be available daily in the farm yard and we visit the Spinney Field daily should you wish to engage with us, pass the time of day or just have a chat. This is also an ideal opportunity to share our knowledge of the beautiful county of Leicestershire, the attractions to visit as well as the places to eat and drink.

### Complaints

Our philosophy of making ourselves fully available ensures that we are on hand to resolve any issues that may arise. It's important to us to resolve things as quickly as possible so that you can enjoy your holiday. Please do speak to us should anything be affecting the enjoyment of your holiday.

If you prefer to submit your complaint in writing to us please do so and we shall respond immediately, at the very most, within five days of receipt.

The Customer Service Promise is regularly reviewed.

John Earp

Sharon Earp

Proprietor

Proprietor

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