

CUSTOMER CARE POLICY

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Mission Statement

We aim to provide a first class, efficient service to all our customers, this we will achieve through a commitment to staff training, the provision of highly maintained vehicles and adherence to company standards as set out in our employee handbooks, which incorporate the policies by which the company is regulated.

Staff Training

New administrative and driving staff members receive relevant training for their position and their performance is monitored by their Department Manager. Progress reports are placed on their personnel files and regular assessments made to determine whether refresher training is required. All staff members are encouraged to work as a team and our open office policy allows employees to interact freely with Managers and Directors alike. Employee handbooks are a good reference point and provide guidance to not only the legal requirements of our business but also how we the company would like our customers to perceive us, polite, friendly and helpful but above all, professional.

Contact

Our main hours of business are from 09.00 – 17.30 although the offices are staffed from 05.00 – 20.00 and a Duty Manager is available for emergency calls from 20.00 – 05.00 thereby offering 24hr contact for our clients.

Our open office approach means telephone callers and/or visitors to our South London depot will be dealt with by any one of our members of staff on site who will be happy to help you or direct you to the relevant member of staff.

Our friendly and helpful administrative staff members aim to answer your telephone call within 3 rings and if they are unable to help you they

will put your call through to the person who can. If they are unable to connect you with another member of staff they will take your telephone number and someone will call you back as soon as conveniently possible.

Letters, faxes and emails will be dealt with within 48 hours or an acknowledgement sent advising when we will contact you if a more detailed reply is required.

Details of all our services may be found on our website:

www.clarkescoaches.co.uk

Our Drivers

We impress on our drivers during their initial induction period with us that they are the ones who create that all important first impression and who make our reputation a reality. Every driver is expected to be a true professional in appearance, driving skill and courtesy and take exceptional pride and care in looking after their 'own' vehicle.

Our Vehicles

Our modern fleet of coaches comprises of a mixture of 18, 49 and 53 seat air-conditioned vehicles all fitted with lap belts – extras available include; WC, DVD/Video with monitor, CD player& Refrigerator. All vehicles are maintained to the highest standard to ensure your journey is undertaken safely and comfortably.

Coach Hire

Hiring one of our coaches couldn't be easier. Just contact us by phone, fax, email or letter detailing your journey requirements and we will advise you of our price and vehicle availability. If you're happy with the price quoted all you need to do is confirm your booking in writing and we will send you a confirmation together with a proforma invoice. No deposit is required but unless you have an account with us all bookings must be paid for 10 days prior to the date of travel. Credit card payments attract a 3% surcharge/Amex 3.5% surcharge.

Refund Procedure – Coach Hire

Quite simply, if you have already paid for your booking and subsequently have to cancel it, you will receive a full refund so long as you notify us up to 48 hours prior to the first date of travel, 50% refund will be given if you notify us up to 24 hours prior to the first date of travel, otherwise full charge will be made. No refund is available for ferry or Le Shuttle bookings, unless we receive notice of cancellation at least 6 weeks prior to the date of travel.

Commuter Service

We run three commuter services to and from London from the Medway Towns, Vigo / Meopham and, most recently, from New Ash Green. Timetables and ticket prices are detailed on our website. If you have any questions please telephone, email, fax or write to us, any one of our administration staff will be pleased to help you.

Refund Policy – Commuter Service

Refunds for unused tickets will be considered on receipt of your written request advising why you require a refund and enclosing the unused tickets for which you require reimbursement. Refunds against the unused portion of annual and half yearly tickets will be calculated taking account of the holiday allowance incorporated in your ticket price.

Terms and Conditions

A copy of our terms and conditions is available on request.

Breakdowns and Delays

Whilst we aim to fulfil the requirements of all our customers, circumstances beyond our control may cause our service to be delayed. Obviously we are unable to control traffic conditions and will do our utmost to route your vehicle away from a particularly congested area to ensure minimal delay. In the event our vehicle suffers a breakdown we have technicians on call in and around London to offer advice to the driver or attend the vehicle to effect a speedy repair. Should your vehicle be unable to carry on with the journey we undertake to provide a replacement vehicle to minimise the inconvenience to passengers. We have an accident procedure policy in place.

Health and Safety

The comfort and safety of our passengers is paramount. The latest vehicle legislation is rigorously implemented and drivers comply with all tachograph and working time directive rulings. We have a company medical emergency procedure policy in place to ensure speedy attention to any medical alert on board any vehicle and all vehicles carry a first aid box for minor complaints. Our breakdown policy is designed to minimise any stressful delays to our passengers and ensure they are able to safely continue their journey with little delay.

Complaints Procedure

Should you have cause to complain about any part of the service you receive from Clarkes of London, you should put your complaint in writing and address it to:

Deborah V Newman
Managing Director, Clarkes of London
Lower Sydenham, London
SE26 5AT

You will receive a response to the complaint within 48 hours, if this is not possible due to a more lengthy reply being required then we will send you an acknowledgement of your complaint with a detailed reply to follow as soon as conveniently possible.

If you are unhappy with our handling of your complaint you may wish to put the details in writing to:

(Commuter)

*Birmingham GVTS
Garretts Green Industrial Estate
Birmingham
B33 0SS*

(Private Hire)

*South Eastern Metropolitan Traffic Area
Hillcrest House
386 Harehill Lane
Leeds LS9 6NF*

Lost Property

Any items left on our vehicles are handed in to our main office where they may be collected. Reasonable efforts will be made to trace the owner of valuable items where possible. If we are asked to return item(s) by post we will request the appropriate postal fee. Perishable items will be disposed of within 24 hours. Any items left with us for longer than 3 months will be given to a nominated charity.