

# Customer Charter: Our Commitment to You

At PGL Beyond, we're dedicated to creating enriching learning outside the classroom experiences which are not only transformational for young people, but delivered with the highest service standards, to make them enjoyable and fulfilling experiences for you too.

Our group-wide values of quality, teamwork, respect, safety, inclusivity and fun, guide our approach to customer care, and help us nurture long-standing relationships through mutual trust, loyalty and a commitment to providing you with the best possible service.

This Customer Charter outlines our commitment to you, as we guide you through your journey.

## 1. Quality Experiences

- We pledge to provide high-quality products and services that meet your needs and expectations; drawing from the expertise of our leading family of brands.
- Our teams are highly knowledgeable and trained to provide you with the right guidance to help make your trip a success.
- We offer Group Leader preview visits for new customers, so you can be sure you're getting the right experience for your group. We'll reimburse travel and accommodation costs on confirmation of your booking.

## 2. A Collaborative Approach

- We'll make appropriate recommendations based on your dates, group size and budget, and will work with you to provide a suitable itinerary that meets your objectives.
- We'll provide tools and resources to make the organisation of your trip as easy as possible, every step of the way - from risk assessments to online tour management tools.
- Your feedback is vital to our growth and improvement - we encourage you to share this with us, so we can make our products and services even better, and rectify any issues.

## 3. Respectful Communication

- Our communication will always be clear, honest and transparent, and where possible, we will do our best to provide one point of contact for a consistent experience.
- We'll set clear expectations on timelines from the outset; communicating any changes impacting your itinerary or experience promptly.
- We aim to respond to your emails within 24 hours.

## 4. The Highest Safety Standards

- During your trip, we'll provide 24/7 emergency assistance so you can travel with confidence.
- For overseas tours, our NST, EST and StudyLink brands are members of the School Travel Forum, so you can be assured we have effective Safety Management Systems in place, specifically focused on travelling with young people.

- We have built long-standing relationships with high quality transport and accommodation partners which are regularly audited.
- Our PGL centres have 15 governing and safety accreditations. For PGL centres running Kids Camps, we voluntarily apply for Ofsted inspections to be on the Childcare Register.
- We are equally committed to safeguarding the personal data for you and your group; adhering to all legal and confidentiality requirements. Your data will be used solely for the purposes you consent to, and we will never share or sell your information to third parties.

## 5. Inclusive Provision

- We recognise that every customer requirement is different, so we strive to make our experiences as inclusive as possible. We work hard to accommodate SEND and accessibility requirements and we request an open and honest approach to help us meet your needs.
- We will ensure a fair assessment of service provision and resources can be made.
- Discrimination of any kind is contrary to our principles and will not be tolerated.
- We are committed to playing our part in creating a brighter future for all, regardless of background, circumstance, ability or learning need. Our PGL Breakthrough Fund provides hundreds of free and discounted places every year to children who are most in need.

## 6. A Positive Culture

Ultimately, we want you and your group to have a fun and enjoyable experience that you'll all remember for years to come, and we'll do everything we can to make that happen. We believe that looking after our colleagues is key in ensuring we can look after you. With that in mind, we have built a fun and supportive working environment that encourages a positive team culture.

- We take a proactive approach to colleague welfare and will act on feedback to ensure colleagues are supported by our management team.
- We actively support the communities within which we operate with employment opportunities, paid volunteering for colleagues and fundraising for over 21 charities.
- Our 'Better Beyond Adventure' programme sets out our bold commitments for making a better world for our customers, colleagues and communities.

## 7. Listening to You

Your feedback is vital to help us continually improve and evolve.

- We circulate pre and post-travel surveys for every group. All feedback is visible to the senior management team and any dissatisfaction is logged via our CRM system for investigation.
- We use TrustPilot and Feefo as external feedback platforms.
- We'll regularly identify any themes and patterns within the feedback we receive, and use this to review our products and services to ensure they continue to meet your expectations.
- We'll respond to any complaints with 28 days.

If you have any questions or suggestions on how we can improve our customer care approach, please reach out to us at [hello@pglbeyond.com](mailto:hello@pglbeyond.com) or call 0333 321 2100.