

# CUSTOMER SERVICE PLEDGE



We value our customers and so are always improving, aiming for excellence and striving to be a leader in our industry. We want to give our customers the best service possible and so we pledge we will perform to the following service levels.

## Pre-Event Service

- All enquiries will be answered within four working hours
- We listen, suggest and advise when you need support
- Clear, detailed, accurate and straightforward documentation

## Event Service

- All event crew are well trained, smartly presented and experienced
- All event crew are friendly, professional and attentive
- Guests are well looked after and encouraged to participate and have fun

## Equipment

- All equipment is well cared for and tested regularly to manufacturers requirements
- We innovate and develop new products and services to stay on-trend
- We only purchase quality, well manufactured, reliable equipment
- Inflatables have relevant PIPA or RPII tests annually
- All electrical equipment is PAT tested regularly

## Food & Drink

- All food items have allergen information provided for display
- All ingredients are from reputable, reliable suppliers
- Food servers have relevant Food Hygiene certification
- Leisure King is rated 5/5 from the local authority

## After Event Service

- All photobooth galleries will be available to view within 5 working days, earlier in low-season
- Our complaints policy is available on request. All issues resolved within 7 days where possible.