

Our Guest Service Commitment

*Your Family is at the **Heart** of everything we do*

We would like to wish you an enjoyable stay with us. We are **committed** to delivering more than just a holiday and making it a memorable experience every time you visit. Our highly trained team are **committed** to deliver excellent service. We aim to satisfy the needs of our guests at all times and often exceed expectations.

Excellence

We are **committed** to deliver a magical experience for your family.
We strive for excellence as a standard and aim to exceed the expectations of your family break.

Teamwork

All of our teams have a common purpose working in the same direction to create happiness to fulfill our service **commitment**.
Team maybe able to offer recommendations to assist with choices.

Value for Money

We understand the importance on the family budget of value for money and are **committed** in helping you by offering some special deals and promotions to give you more spending power.

Safety

Safety always comes first.
We are **committed** to provide a fun filled experience without compromising on the high standards of safety.

Quality

We are **committed** to provide the highest quality in everything that we do.
From a rolling program of constantly updated accommodation to quality products and ingredients in our venues.

Courtesy

From the moment of arrival your family are our guests. Our **committed** team are friendly, knowledgeable and always happy to help and aim to treat you with upmost courtesy
We ask you to do the same.

if you have any concerns during your stay, you should tell us immediately so we can resolve them before you leave. Please do not wait until you go home. We will treat you fairly and respectfully and appreciate this in return