

Complaints Procedure: Standard of Accommodation

At Rapid Travel Group we are committed to providing high-quality travel arrangements and exceptional customer service. We take all complaints seriously and view them as an opportunity to improve our services. If a client is dissatisfied with the standard of accommodation arranged by us, the following procedure outlines how their complaint will be handled:

1. Raising a Complaint

If a client is unhappy with the accommodation provided, they should raise the issue as soon as the incident occurs by the following method:

- **During Travel:** Contact our 24/7 support line immediately so we can attempt to resolve the issue in real time.
- **Evidence:** Once the complaint has been logged Rapid Travel Group will send the guest an sms message, confirming the complaint has been logged in which the guest can reply with their evidence.

Complaints and evidence should be sent via:

- **24/7 Support line:** 01652 656 859
- **Photographic evidence text line:** 07520 634263
- **Photographic Email evidence:** info@rapidtravelgroup.com

Please include the following information:

- Full name on the booking
- Brief description of the complaint
- Any supporting evidence (e.g., photos)

**Please note that our emails are not monitored between the hours of 17:30-9:00.
Complaints must be made via the 24/7 support line out of these hours**

2. Acknowledgement of Complaint

We will acknowledge receipt of the complaint **immediately** and aim for a resolution within 30-45 minutes.

3. Investigation

A thorough investigation will be conducted, which may include:

- Reviewing the booking details
- Contacting the accommodation provider for their input and to potentially correct the issue
- Reviewing any photos, documentation, or communication provided by the client

We aim to complete this investigation **within 30-45 minutes and have a solution in real time** of acknowledging the complaint.

4. Resolution

Once the investigation is complete we will ensure there is a solution available, possible solutions are outlined below.

- Giving the supplier reasonable opportunity to rectify the issue, within 24 hours
- Arranging alternative temporary accommodation for the night while the issue is being addressed
- Requesting a full refund from the supplier if the issue cannot be resolved. Please note that this is only possible if clear photographic evidence is submitted at the time the issue occurs. Evidence provided after the guest has checked out or the next day is unlikely to be accepted by the supplier for refund consideration.

The designated contact person from your organisation will be kept informed throughout the resolution process and will receive regular updates on the progress of the complaint

5. Escalation

If the client is not satisfied with the outcome, they may request that the complaint be escalated to a senior manager. We will conduct a further internal review and respond within **7 business days**.

If the issue remains unresolved, clients may refer the matter to an external arbitration body or relevant travel industry ombudsman.

6. Record Keeping

All complaints and resolutions will be logged and reviewed quarterly to identify any trends and improve service quality.

Your feedback helps us improve. Thank you for giving us the opportunity to address your concerns.