

## Complaints Procedure: Property Condition Following Guest Departure

### For Self-Catering Cottage Owners – Rapid Travel Group Limited

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#### 1. Purpose

This procedure sets out how a self-catering cottage owner can raise a complaint with **Rapid Travel Group Limited** regarding the condition in which guests have left a property. It ensures that all complaints are handled promptly, fairly, and consistently.

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#### 2. Reporting a Complaint

- The property owner must notify **Rapid Travel Group Limited** within **48 hours of guest departure** if the property has been left in an unacceptable condition.
  - Complaints must be submitted in writing to **info@rapidtravelgroup.com** with the subject line: *Property Condition Complaint – [Property Name & Date]*.
  - The complaint should include:
    - Booking reference number
    - Property name and address
    - Guest name(s), if known
    - Dates of stay
    - A clear description of the issues (e.g. damage, excessive cleaning required, missing items)
    - Supporting evidence (photographs, videos, invoices, inspection notes)
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#### 3. Acknowledgement

- Rapid Travel Group Limited will acknowledge receipt of the complaint within **1 hour**.
  - A case handler will be assigned as the owner's point of contact throughout the process.
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#### 4. Investigation

The assigned case handler will:

- Review the details and evidence submitted
- Contact the guest(s) or assigned contact involved for comment, where appropriate
- Compare the reported issues against pre-arrival or check-in information (if available).
- Liaise with the property owner for clarification if required.

Investigations will normally be completed within **10 working days**.

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## 5. Outcome & Resolution

Following the investigation, Rapid Travel Group Limited will provide an outcome to the property owner. Possible outcomes include:

- **Full acceptance of guest responsibility** – costs for cleaning, repair, or replacement arranged with guest liability.
- **Shared responsibility** – negotiated settlement between guest and owner.
- **No responsibility attributed** – reasons provided in writing.

Where compensation is agreed, Rapid Travel Group Limited will arrange settlement within 14 working days of the outcome being confirmed. Please note: payment times may vary depending on when our client settles the related invoice.

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## 6. Escalation

If the property owner is dissatisfied with the outcome:

- A formal appeal can be made in writing to the **Operations Director** at Rapid Travel Group Limited within **7 days** of the decision.
  - Senior management will review the case and issue a final written response within **10 working days**.
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## 7. Record Keeping

- All complaints and resolutions are logged by Rapid Travel Group Limited.
  - Records are reviewed periodically to identify repeat guest misconduct, which may lead to restrictions or bans on future bookings.
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## 8. Summary

At Rapid Travel Group Limited, we greatly value our property partners and take the protection of their accommodation seriously.

The vast majority of our guests respect the properties they stay in, and we are proud to work with customers who treat our suppliers' cottages with care and consideration. Incidents of damage or misuse are rare.

However, we operate a zero-tolerance policy towards guests who fail to respect property standards. In the event of an incident, we will investigate promptly, liaise with both the property owner and the guest involved, and take appropriate action. Where costs are incurred, we will work to ensure a fair resolution and settlement in line with our procedures.

Our commitment is simple: we support our suppliers, safeguard their properties, and ensure that all guests uphold the standards expected.