

Customer Charter

Jurys Inns Group has a proud tradition of delivering quality service to its customers.

With your assistance, we intend to maintain, and wherever possible, improve on the standards you - our customers - expect of us.

Our Values

Put safety first

We are committed to:

Putting safety first in everything we do.

Respecting our customers and employees.

Engaging with our customers and employees to achieve the best energy solutions.

Work together

We work collaboratively to achieve consistent results that are in the collective interests of Jurys Inns and our customers. We encourage our staff to actively join in our campaign and have introduced a staff charter which advocates that the efforts that we instil in our staff at work are continued in their home life.

Make a positive difference to reduce Carbon Emissions

Jurys Inns will focus on achieving the objectives through the implementation of energy management projects that minimise the economic burden on the organisation through the adoption of efficient environmental and financial management strategies. We intend to be pro-active in

helping to reduce our water and energy costs, while operating in line with environmental obligations.

Earn trust

We work to earn the trust of others and deliver on commitments.

Hospitality

We take pride in our work and operate in a professional manner at all times.

You can assist us by:

- **Offering comments on our services, in particular highlighting any areas that you consider require improvement.**
- **Filling out environmental comments and suggestions card in the bedrooms.**
- **Participating in any "Customer Survey" undertaken by the Group which allows for us to survey guests' awareness of environmental practices and offers opportunities for feedback and suggestions.**
- **Planning your journey in advance, taking public transport when possible. We offer a link to [Transport Direct.info](http://TransportDirect.info) which offers travel advice and calculates your CO₂ emissions and the best route to reduce them.**
- **Treating our staff with the same courtesy and dignity that you would expect in return.**
- **Following our Reduce, Reuse and Recycle Policy. We plan and conduct our business activities in a way that minimizes and where possible avoids adverse effects on our natural environment and social surroundings, for the benefit of current and future generations. We work to support communities with sustainable energy solutions.**
- **Using... Your Inn Membership points, that will be available to our loyalty programme members when travelling via eco friendly means.**

