

# 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.

### **Respect our customers**

We engage with our customers to achieve the best energy solutions.

### **Work together**

We work collaboratively to achieve consistent results that are in Jurys Inns and the customers' collective interests.

### **Make a positive difference to reduce Carbon Emissions**

Jurys Inns will focus on achieving the objectives through 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 “Customer Comments Card” if you are a guest in one of our properties outlets.
- Participating in any “Customer Survey” undertaken by the Group
- Treating our staff with the same courtesy and dignity that you would expect in return.
- [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