



Customer Promise

“People at the heart of Hostelling Scotland”

All our customers should receive the best possible standards of Customer Service. We commit ourselves to place people at the heart of Hostelling Scotland, welcoming all guests through our inclusive and accessible culture, embracing diversity as well as understanding different needs of everyone who has contact with Hostelling Scotland.

Our Customer Promise

We will

- Provide you with a warm welcome and at all times deliver a high standard of customer engagement.
- Provide you with a unique Hostelling Scotland hostelling experience through our locations, facilities, services and our knowledge.
- Provide you with clean, comfortable and secure Youth Hostels at all times.
- Go the extra mile and be positive in all our interactions with you.
- Listen to your comments and use your feedback to improve.
- Operate ethically as well as in a sustainable and environmentally-friendly manner.
- To be respectful and sensitive to meet the needs of all of our guests.

If you are not completely happy, please let us know before you leave so that we can put it right.

We welcome your views on how we are delivering our Customer Charter so that we can continue to improve your hostelling experience. Should you wish to contact us please complete our online enquiry form or contact us at:

Email: feedback@hostellingscotland.org.uk

Write to: Hostelling Scotland, Head Office, 7 Glebe Crescent, Stirling, FK8 2JA, Scotland.

We will

- Log and acknowledge your message within 48 hours.
- Deal with your enquiry as soon as possible but within a maximum of seven working days.
- Keep you informed if we are unable to answer your enquiry immediately.

hostellingscotland.org.uk



Scottish Youth Hostels Association (also known as SYHA or Hostelling Scotland) is a registered Scottish charity No.SC013138 and a company limited by guarantee, registered in Scotland, No. SC310841. Registered Office 7 Glebe Crescent, Stirling, FK8 2JA.

