

Royal Hotels (uk) Ltd Complaints procedure.

- 1- All issues that could have been resolved during your stay must be brought to the attention of the team, if you cannot locate the Manager on Duty please ask for them at reception in person or by dialling 0 from your bedroom.
- 2- Any complaints must be reported no later than 5 days from your departure date.
- 3- Any complaint will not be responded to or recompense offered if posted to any online platform eg Tripadvisor, Booking.com, expedia, facebook, twitter, Airbnb or similar prior to allowing us to investigate it and respond in full.
- 4- If our team have been subject to verbal or physical abuse or the property damaged in any way you will not be offered any recompense and we reserve the right to refuse services without notice and involve authorities if we feel it necessary, or the safety of the team and or the property is at risk.
- 5- Please email all complaints to enquiries@cisswoodhouse.com quoting the booking reference, name of the booking and date of your visit and the complaint will be handled by the relevant department/person. Please allow 5 working days for a full response to your complaint, be aware an extension may be required if members of the team are unavailable during the investigation period.
- 6- If you are not happy with the response you can escalate your complaint to the General Manager or Director at the same email address above however please allow up to 10 working days for a full response.